

Agenda



Performance Scrutiny Committee - Partnerships

Date: Thursday, 21 January 2021

Time: 5.00 pm

Venue: Virtual Meeting

To: Councillors J Clarke, M Spencer, S Marshall, G Berry, M Linton, J Hughes, R Mogford, T Suller and K Whitehead

Item	Wards Affected
1	<u>Apologies</u>
2	<u>Declarations of Interest</u>
3	<u>Minutes of the previous meeting held on 7 October 2020</u> (Pages 3 - 10)
4	<u>Transformation of Adult Mental Health Services</u> (Pages 11 - 40)
5	<u>Conclusions of Committee Reports</u> Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning.
6	<u>Forward Work Programme</u> (Pages 41 - 46)

Contact: Neil Barnett, Scrutiny Adviser
Tel: 01633 656656
E-mail: Scrutiny@newport.gov.uk
Date of Issue: Thursday, 14 January 2021

This page is intentionally left blank

Minutes



Performance Scrutiny Committee - Partnerships

Date: 7 October 2020

Time: 5.00 pm

Present: Councillors J Clarke (Chair), M Spencer, S Marshall, G Berry and K Whitehead

In Attendance: Tracy McKim (Policy Partnership and Involvement Officer), Emma Wakeham (Senior Policy and Partnership Officer), Ceri Davies (Public Service Board Lead for Green and Safe Spaces – Natural Resources Wales), Ceri Doyle (Public Service Board Lead for Sustainable Travel – RSLs), William Beer (Public Services Board Lead) and Gareth Price (Head of Law and Regulation)

Apologies: Councillors J Hughes and T Suller

1 Declarations of Interest

None.

2 Minutes of the previous meeting held on 5 February 2020

The minutes of the meeting held on 5 February 2020 are accepted as a true and accurate record.

3 Public Services Board - Well-being Plan Annual Report 2019-20

Attendees:

- Tracy McKim, Partnership Policy and Involvement Officer (NCC);
- Emma Wakeham, Senior Policy and Partnership Officer (NCC);
- Ceri Davies, Vice Chair of the PSB and Intervention Lead for Green and Safe Spaces (Natural Resources Wales);
- Ceri Doyle, PSB Intervention Lead for Sustainable Travel (RSLs)
- William Beer, PSB Lead

The Policy Partnership and Involvement Manager introduced the partners from the Public Service Board to the committee, who are representing the whole of the PSB which was established by the Wellbeing of Future Generations Act. Its key role is the delivery of the Well-being Plan, which report is subject to an annual report which will be signed off by the PSB, then reviewed by Scrutiny.

The Lead for Green and Safe Spaces then gave an overview of the content of the report. The PSB members firstly extended their thanks to the Policy Manager, Emma and their team for pulling together the report, which the partners feel is a good document that highlights specific work that demonstrates delivery, cross-cutting and collaborative nature of the work that is being done, and shows that the citizens of Newport are put at the forefront of the work that is being done is meeting their needs.

The report will be bilingual and available on Sway so it is accessible to more people. We are in very difficult times with the pandemic and all services have been stretched and some

things have been delayed, but partners felt that it remained important to capture the work during the year leading up to the pandemic. The Lead also wished to flag that what is difficult to demonstrate in the report is the maturing relationship of the PSB membership and how this came to the fore when dealing with the pandemic. The teams were very quick to work together to undertake both our distinct roles but to also support each other and work together for the greater good to protect the communities of Newport. The Lead then wished to remind of the context in which we're working as a PSB, the Annual Report is produced every year following the well-being plans implementation and the overview that is provided gives the opportunity for the public services board to review progress against each of our four well-being objectives by identifying areas of good practice and using the following framework what we've tried to set out in the plan is a description of the case study. The Lead for Sustainable Transport introduced herself to the committee. Information was then given specifically in relation to sustainable traffic, transport and active travel.

Members asked the following:

- Members understood the current issues with Covid, but asked what are the timescales for implementation?
- It was advised that the specific details aren't available currently but these can be information can be passed onto the committee as it will be one of the individual partners of the PSB that will be leading on this piece of work
- Members queried a chart on page 75 in relation to performance of Local conditions and safety which has been in the red since 2018, 19 and 20. Is there any particular reason?

The Lead for Green and Safe Spaces advised that colleagues from Gwent Police lead on this activity through the resilient Communities priority. But having sat on the PSB for a number of years, the priorities that partners have faced in relation to safety have changed as the years have gone on. Example was given that after the Brexit vote, there was rise of hate crime and activity in areas like Pill, where there was a combined response from the Public Services Board. This was not a sustained response and now we're seeing a spike in that area again in some of those activities. It was added that although she would like to suggest that work on the resilient communities priority have seen progress on a project basis, regrettably those statistics overall has not really budged. But this doesn't detract from the individual work that has been done on specific programs.

- Has Covid affected partners creating the report, and has the working relationships with partners grown?

The Lead for Green and Safe Spaces advised that the last meeting, which was chaired by the Leader of the Council with Ceri Davies as the Vice Chair, there was a detailed discussion regarding the impact that Covid has had on the partnership, but unfortunately don't have the data to demonstrate to the committee of the impact that it has had across the partnership. Working together through the PSB has enabled us to respond when issues arose. Example was given for dealing with homelessness, there was collective work taken with the Council, Housing Associations, the Health Board and the Police.

Members were then advised that some work and meetings of the PSB were delayed during Covid, and partners had to get used to the new way of working via Zoom and

Microsoft Teams, which has kept up engagement. Members were assured that partners remain confident that they are still on track with the Well-being Plan. The Lead for Green and Safe Spaces added that partners look at performance measures each year and whilst partners wish to test themselves, they identify the right actions in each of the interventions. Partners are hopeful that they will start to show measures turning around but there is a lag period between the work and the measure. The Lead then wished to commend the work that has been led by Gwent Police around serious and organised crime.

- Members were given insight on the Green and Safe Spaces intervention –Work that has been completed was focussed on developing the local green spaces so people have somewhere locally to go and visit which is free of crime and non-threatening. With the pandemic, green spaces have become even more important. An example was given with the local lockdown in Newport, it was important for people to know that there are some really good quality facilities and green spaces locally that people and families can meet up in a Covid compliant way and remain safe from anti-social behaviour and organised crime.
- Members were advised that partners are not losing sight of the red measures at the back of the report, and are working on improving on the green measures that had declined over that period. Members were then told that even though this had happened, a huge amount of work had taken place with the network of volunteers across Newport on the green measures.
- The Lead for Green and Safe Spaces advised the committee of some of the projects being carried out across Newport. An example was given of participatory budgeting which puts decision making back into the community so local residents can have their say on things that they think are important and how public money should be spent. Members were also advised on novel ways of engagement, such as world café style events so rather than responding to surveys, people can come in and informally have their say about the things that matter to them.
- The committee was asked to note that there was a reflective review undertaken on the kind of maturity of the PSB which was taken back in 2019 and facilitated through Academi Wales, which helped further develop the relationship of the partners.
- Is there a plan to deal with the impact of Covid, and are partners prepared for the additional workload that has been created?

Members were advised that workforce has been stretched under the pandemic. All partners are keen to prioritise the work to help recover from the pandemic and deliver the Well-being Plan and original aims and objectives. Natural Resources Wales are prioritising to recover and not to lose things. Some things are having to be de-prioritised to make space for other areas. NRW have tried to accelerate the work currently being done to ensure that the facilities being offered are safe, such as social distancing, information around walking routes so there isn't a large groups amassing in key points and keeping facilities clean regularly. NRW are also looking to provide an easily accessible map of what is available to people in their local area.

Members were also advised that the local authority, together through Welsh Local Government Association and the Chair of NRW are looking at a Green Recovery to Covid and to look at things public bodies as well as a public services board can do to

help in the situation, such as finding ways that young people who have been affected in terms of their economic and job prospects

- Comment was made about the positive performance of the Eco Star Scheme, where went 47 organisations signed up from a target of 30. Are the partnership approaching organisations to sign up? Also, the report states that Newport is the only area in Wales to offer this scheme. Is it known if other areas are looking at this scheme and possibly be using this as a template?

Members were advised that Newport City Homes had to delay the rollout and renewal of freight activities for around six months from the advice given by Eco Stars. Whilst there is a long way to go in getting into the position where we are utilising ultra low electric vehicles, the scheme enables to challenge how you are running your business and your association, as well as the policies that have been put in place for staff. Members were then advised that after a slow start, the figures this year have been better, and there is a genuine ability to contribute to the greening economy. Both Monmouth and Cardiff have approached on the benefits of the scheme, and we have involved a number of the partners in the review of the Sustainable and Active Travel priority.

Members were lastly reminded of the success of Newport Buses introducing their sustainable vehicles, and the partners eventually want to be a position that Newport is seen as the go to area for this theme. Word of mouth and the committed work of the PSB has enabled us to get to this point.

The Policy Partnership and Involvement Manager wished to add that partners are also working on developing an Active Travel Charter. This is a concept that started in Cardiff. The PSB are working with colleagues across the whole of the public sector and PSB's across Gwent. It was also advised that Walk to Work, Cycle to Work and remote working is also being encouraged.

- The Lead for Public Health Wales commented that the Office of National Statistic reported that in the pandemic there was a significant drop in pollution levels, 70% at one stage. With the known link between long-term exposure to air pollution and public health, this can be built on in terms of the recovery phase. The impact of mental health was brought up, with many people being socially isolated, losing jobs and getting into debt as a result of the national and local lockdowns. This is something that the PSB need to think about to reconnect people in a covert, safe future, which chimes in with the Well-being objectives.
The Lead then commented on the acts of kindness that has been seen throughout the pandemic, such as people helping vulnerable neighbours with shopping and collect prescriptions. This is something that partners could also build on in the future.
- Members were pleased with the presentation of the report and felt well informed. They also praised the positive work in challenging times. Do partners see this as a positive report for the year and are you confident that this is something that partners can build on?

The Lead for Green and Safe Spaces advised that partners were keen to produce the report with no delay, as the pandemic had not stopped the really good work that had occurred through the run up to the pandemic. It was also felt that it was really important to report to keep people linked in, and the important work that was being completed had become even more important as it could trigger people to look at what

they can do in their locality, where they can go and how they can volunteer. It was appreciated that the report is a long document especially with examples and case studies. Previous years partners had looked at ways to get the message across, such as videos but partners are looking at more accessible and interactive ways to report the good work that is being done.

- Members commended the hard work that has been completed over the last couple of years with the Armed Forces veterans within Newport. Comment what made that there is little mention of the work that had been carried out with the Armed Forces veterans other than there were stalls in the Jobs Fair last year. Members then asked what the partners are doing about the Armed Forces Covenant and would like for it to have more of an emphasis in future.

Members were advised that there had been a PSB meeting held at the Barracks the previous year and a presentation was shown on the Armed Forces and the Armed Forces Covenant. Members were assured that the PSB work with partners on the Armed Forces Covenant and would take the comment on board to express the work more within the report.

- Comment was made of the great work of homeless citizens being placed in accommodation during lockdown. Members expressed interest in finding out if any of those who were homeless were asked if they were Armed Forces veterans and if so, how many.

The Lead of Sustainable Transport advised that a lot of detail is collected on all of the homeless individuals that are being provided with direct support through schemes such as Housing First, where the first priority in dealing with someone who is a rough sleeper or homeless is to ensure that they have secured accommodation in order to provide the support that they need. All Housing Associations are committed to signing up to the Armed Forces Covenant, so they can work with veterans and veterans organisations particularly in looking at employment issues and ensuring that we understand the unique circumstances that veterans are sometimes faced with, such as consequences of PTSD. Members were then advised that additional information will be sent to the committee.

- Do the partners feel that the performance measures and targets are challenging enough?

Members were advised that partners considered this and is mentioned in Chapter 5 of the report. During the second year of implementation, the partners continued to identify appropriate performances measures so they can measure real progress and outcomes. A snapshot of these are included in the report but don't always show the full picture. The data from the Thriving Places Wales Index comes from Data Country, which is an attempt from them to support this kind of work and progress with Wales wide data. Members were then advised that it is too early to see the long term impact of the Well-being Plan, so partners can take the Thriving Places Index and see if things are improving or are partners targeting their energy in the right place. Partners also use the national indicators for Wales which are published by Welsh Government to support wider performance monitoring to assess the well-being of the community. Partners continue to self reflect.

The Lead of Green and Safe Spaces advised the committee that partners have a Lead PSB member who is responsible for board development which is on the agenda at times. A workshop has also been completed with Academy Wales which is a Wales

government organisation to develop the board membership and the way the partnership work. Feedback has also been taken from Audit Wales, and the board itself has a separate development plan for itself. The Lead believed that the Covid pandemic had accelerated the effectiveness of the board as the nature of a crisis brought the partnership together. Partners continue to self reflect.

The Lead for Green and Safe Spaces advised in terms of legislation barriers that need to be addressed, work has now started on this but not as quickly as partners would have liked as a result of Covid. One area that partners are looking at is to see how as partners come together with funding streams that we have. Partners each give various amounts of money to good causes and community activities. All partners at the highest levels aim to follow the requirements in managing public money. Partners also have separate requirement that have been developed in their organisations. The partners are also looking at the funding streams that they have and see whether they can be streamlined to partners can come up with a common set of agreed core requirements.

- The Lead for Public Health Wales advised that from a Public Health point of view, some of the population outcomes as long term, so there will be a latency period between any interventions that are put in place now and those outcome. The Lead believed that they need to be looking at how these interventions are being delivered and being implemented. Members were told they need to be evidence based so that what is being done has a good theoretical chance of working. The intervention also needs to be seen if it can be delivered at the necessary scale to have an impact. Thirdly, the invention needs sufficient community involvement. This is believed to be way that impact of the plan can be measured.
- Members were keen to hear about how successful the Newport offer has been, that has been advertised on the website. Members also asked if the website had attracted a large amount of visitors to the website.

Members were advised that this particular strategic theme now rests with colleagues in the Council. The information of number of visitors that have visited the website can be circulated to the committee. Members were then advised that from an inward investment perspective, the last six months have been tricky for everyone. Partners were involved in a meeting with the Business Improvement District as a part of the Resilient Efforts that the Council are leading on and to prepare the city for the post-Covid operating environment. Newport doesn't appear to have been impacted as badly as some other major cities.

- The Policy Partnership and Involvement Manager gave the committee information on the Community Impact Assessment. This will not be a standing document, it will be done as part of one of the interventions to develop projects with communities that have been impacted. Partners would expect that to evolve, as would the plan interventions which will also be reviewed to ensure that they are appropriate going forward. The officer advised once this has been done the committee will be notified.
- How do partners see the report moving forward in terms of having an impact at the population level and for people to understand what One Newport is?

Members were advised that the partners need to make sure that the interventions that are being made and supported have the opportunity to be scaled up so they have a population level impact. In the Green and Safe theme, there is an example of the successful work which has been done on green infrastructure. These actions have

now led to the work on the scaling up the frameworks and supplementary guidance to ensure they have there at the beginning of big population scale changes.

The Chair then thanked the invitees for attending and for the positive reporting in these testing times.

Conclusions:

1. The Committee **noted** the Public Services Board Well-being Plan Annual Report 2019-20.
2. The Committee **agreed** to forward the Minutes to the Public Services Board as a summary of the issues raised and in particular wished to make the following comments to the Public Services Board:
 - The presentation of the report was very positively received by the Committee and felt well informed. They also praised the positive work in challenging times and wished to commend all those involved for their hard work.
 - A Member commented that in the report he would like to see more of a plan on what work partners would be doing, how they would reach their targets and how would other partners be able to help if there are any gaps in achieving targets.
 - Members would like to know what partners are doing about the Armed Forces Covenant, and would like for it to have more of an emphasis in future.
 - Do the partners feel that the performance measures and targets are challenging enough?
 - The committee are keen to hear about how successful the Newport offer have been that is advertised on the website, as well as if it had attracted a large amount of visitors to the website.
 - The committee requested more information about Community Impact assessments that were carried out in relation to Covid-19 and some community based projects that the partnership were planning.

4 **Annual Forward Work Programme**

Invitees

- Gareth Price – Head of Law and Regulation

The Head of Law and Regulation advised that as a Scrutiny committee, they can decide whether there are any partnership reviews or items that they would like to bring forward.

Members asked the following:

- Members suggested that updates on the progress of the Shared Resource Service and the Education Achievement Service could be added to the work programme. The officer advised the committee that these annual business plans normally come to the committee, so will be added to the work programme.

- It was suggested that from comments made in previous meetings, issues involving the Newport Norse joint venture could be brought forward in terms of Covid recovery and response. Newport Live was then suggested as another item.
- Members voiced the important of having updates on the Fostering and Adoption Services. This would be another item to be added to the work programme.

The meeting terminated at 6.22 pm

Scrutiny Report

Performance Scrutiny Committee – Partnerships

Part 1

Date: 21st January 2021

Subject Transformation of Adult Mental Health Services

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Area / Role / Subject
Chris Humphrey	Director of Social Services
Helen Lloyd	Service Manager
Ian Thomas	Aneurin Bevan Mental Health and Learning Disabilities General Manager

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked:

1. To receive a presentation from ABUHB and to make any comments regarding their proposals for the Transformation of Adult Mental Health Services in Gwent

2 Context

Background

- 2.1 Aneurin Bevan University Health Board (ABUHB) are engaging with key stakeholders, including the Council, in relation to their proposals for the Transformation of Adult Mental Health Services in Gwent and are inviting comments before seeking Board approval of the final public consultation document.
- 2.2 Partnerships Committee is responsible for monitoring the performance of the Newport Public Services Board and the individual partnership organisations, including ABUHB. The Committee is invited to comment on the draft proposals for Adult Mental Health Services.

3 Information Submitted to the Committee

- 3.1 A presentation will be delivered by representatives of ABUHB. A copy of the PowerPoint slides are attached as a document after this report.

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

Receive a presentation from ABUHB and to make any comments regarding their proposals for the Transformation of Adult Mental Health Services in Gwent

- **Conclusions:**
 - What was the overall conclusion on the information contained within the presentation?
 - Is the Committee satisfied that it has had all of the relevant information to make comments on the proposals?
 - Do any of the proposals require a more in-depth review by the Committee?
 - Do the Committee wish to make any comments regarding the proposals?

Suggested Lines of Enquiry

- 4.1 In considering / evaluating the Service Transformation proposals and formulating any comments, the Committee may wish to consider focusing questions on:
- The vision for the service
 - The reasons for the proposed changes in delivery
 - Whether the service objectives and priorities are the correct ones and whether these changes will deliver service improvements
 - The impact, if any, on the delivery of mental health care by the Council and partnership working
 - What barriers and challenges to improving performance does ABUHB encounter and how will these be addressed?
 - How will progress against the objectives be monitored and scrutinised?
 - What are the resource implications of delivering on the plan?

Section B – Supporting Information

5 Supporting Information

- 5.1 A copy of the PowerPoint slides are attached as a background document to this report.

6 Wellbeing of Future Generation (Wales) Act

6.1 Wellbeing Goals

- How are the Wellbeing goals reflected in the proposals?
 - *A prosperous Wales*
 - *A resilient Wales*
 - *A healthier Wales*
 - *A more equal Wales*
 - *A Wales of cohesive communities*
 - *A Wales of vibrant culture and thriving Welsh language*
 - *A globally responsible Wales*

6.2 Sustainable Development Principles

- Do the proposed transformation proposals demonstrate how ABUHB are working in accordance with the sustainable development principles from the act when planning services?
 - **Long Term**
The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs
 - **Prevention**
How acting to prevent problems occurring or getting worse may help public bodies meet their objectives
 - **Integration**
Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
 - **Collaboration**
Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
 - **Involvement**
The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

7. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)

Report Completed: 21 January 2021

This page is intentionally left blank



Transformation of Adult Mental Health Services

January 2021

Page 15



Our Vision



Our Priorities



**Our Service
Model**



**Ideas we would
like to share**



Engaging

Our Vision

Our vision is to provide:

Page 16

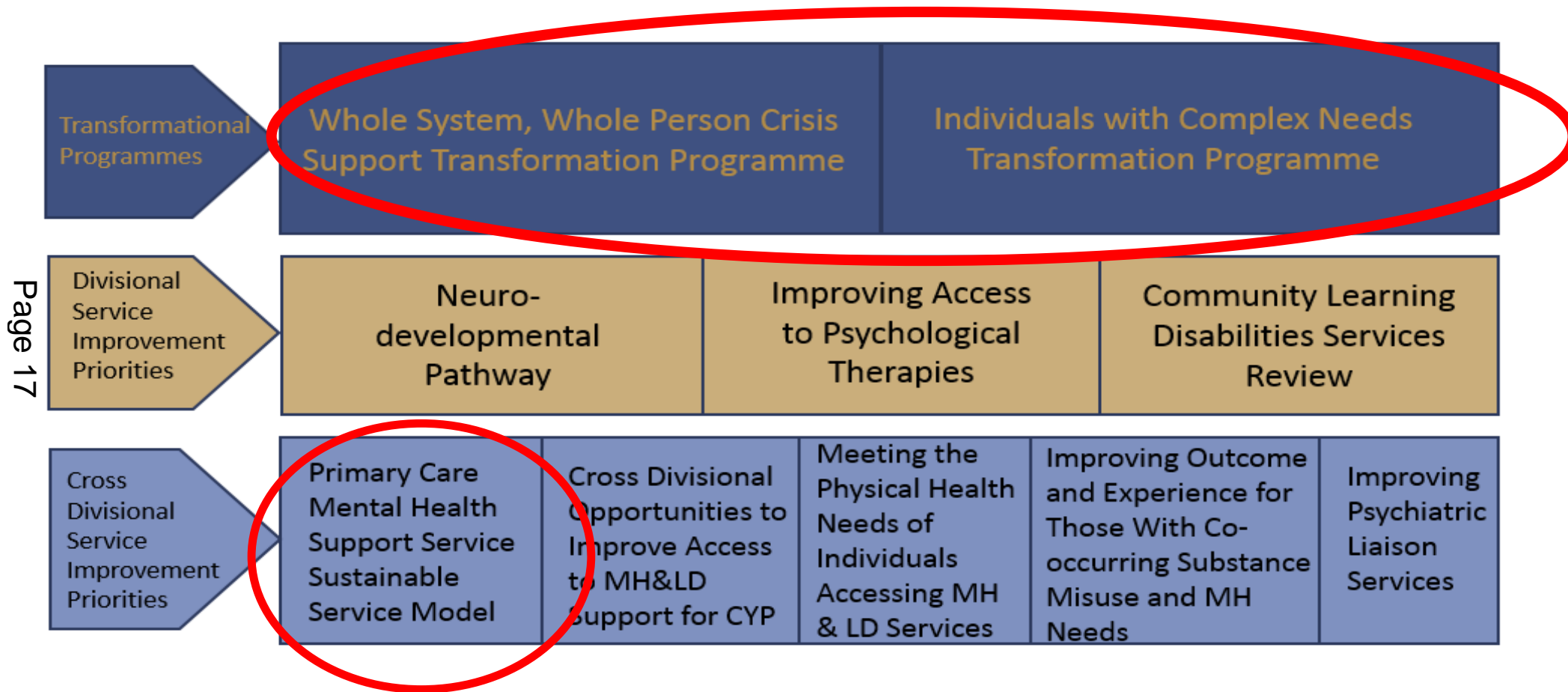
“High quality, compassionate, person-centred mental health and learning disabilities services, striving for excellent outcomes for the people of Gwent”



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

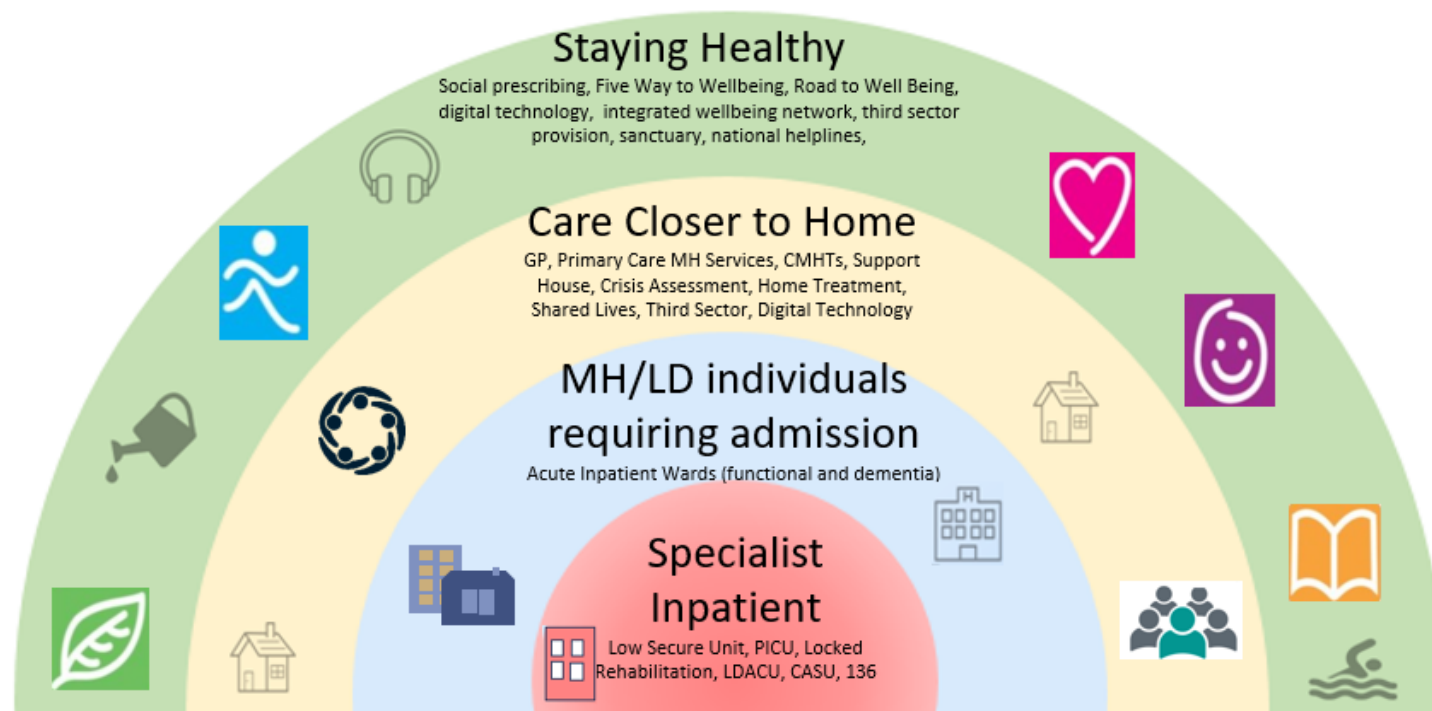
Our Divisional Priorities in 2020/21



Transforming Adult Mental Health Services in Gwent



Page 18



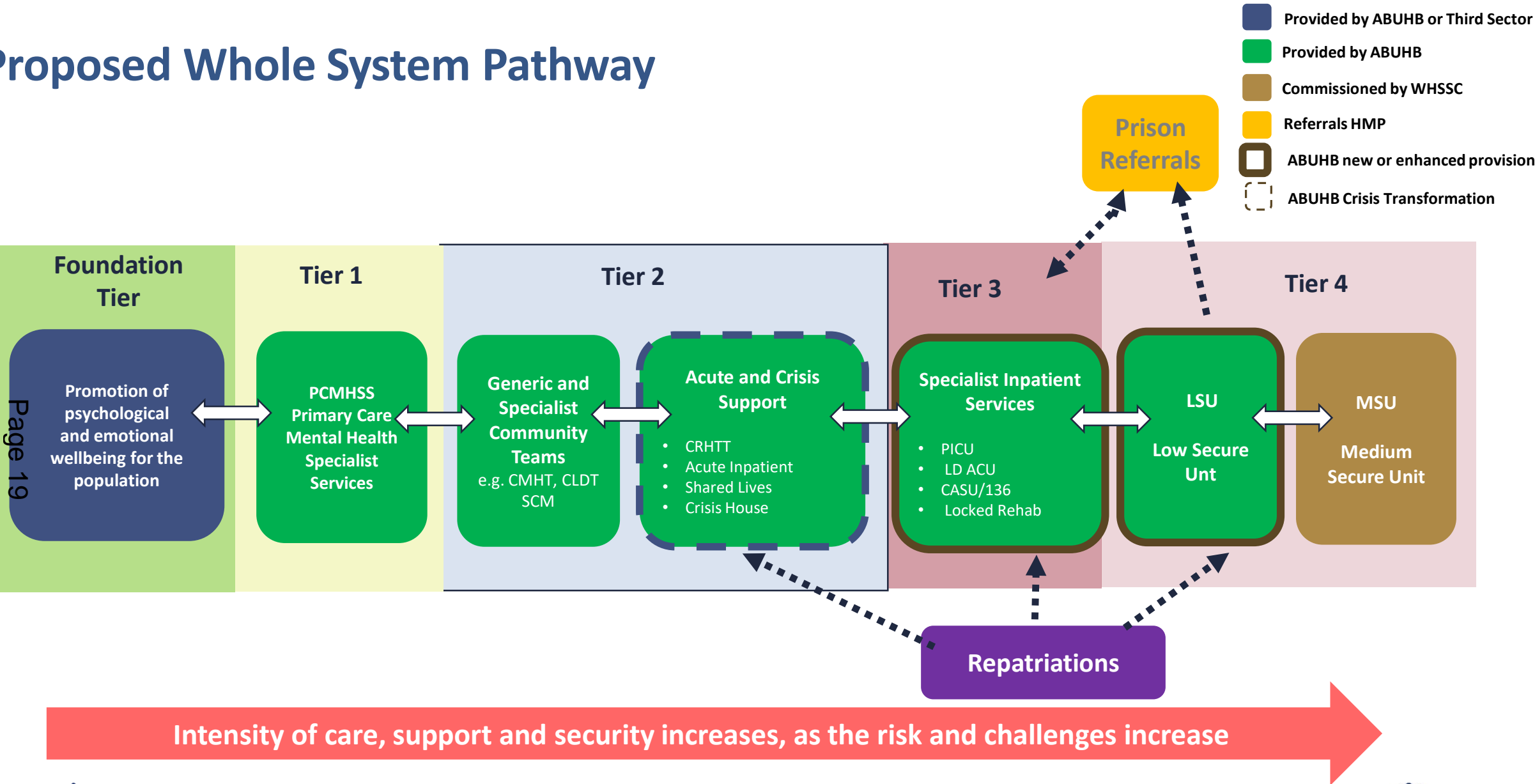
A whole 'Clinical Futures' approach for adult mental health services in Gwent



**GIG
CYMRU
NHS
WALES**

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Proposed Whole System Pathway



Ideas We Would Like to Share :

“Improving Services Across All Tiers of Adult Mental Health”

- Enhancing support for the wider community in the **Foundation Tier**
- Strengthening mental health support for **Primary Care** and developing a sustainable model for delivering **Primary Care Mental Health Support Services**
- Transforming **Crisis Services**
- Transforming services provided locally to better support individuals with complex needs, including the development of a new **Specialist Inpatient Unit**.

Page 20

The Foundation Tier

Page 21



“There is no health without good mental health”

Mental wellbeing means how you are feeling and how you can cope with everyday life. Everyone is different and what affects one person’s well-being will not necessarily affect another person’s mental wellbeing in the same way.

There is a strong link between mental and physical health, therefore, it is beneficial for everyone to do all they can to look after their mental wellbeing. There are many evidence based actions and self-help tools that can support people to do this.

With our partners, we currently provide a range of self help resources, courses and materials to support people’s mental wellbeing within the community.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

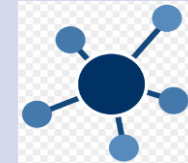
Enhancing the **Foundation Tier**.

“Why do we need to change?”

Limited Knowledge About the Range of Support and Resources Available locally.



Limited Co-ordination between local services providing or promoting self-help resources



Variation in the provision of services and resources across communities within Gwent.



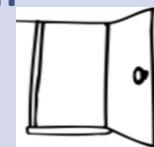
Inconsistencies in the range and availability of self help resources



Lack of confidence in frontline staff on raising mental health issues and lack of knowledge on where to signpost for help.



Variable access to services, making it particularly difficult for groups with the greatest needs to access resources



The Foundation Tier – Our Ideas

- **Free self help resources** that you can directly access yourself – information leaflets, mobile apps, web-sites, books, face to face and on line courses, local websites and social media platforms.
- **Central point of contact** - a branded website with up to date information and resources that can signpost you to local support and resources
- **Raising awareness**- a sustained campaign to raise awareness of the support available to individuals within the community
- **A focused approach** - reaching out to groups or individuals at the greatest risk of having poor mental health and wellbeing
- **Training for front line staff**- to help them feel confident and competent in talking about mental health and wellbeing and to signpost people to resources or services where they can get the right support

Mental Health Services for Primary Care

Around a quarter to a third of all GP consultations have a mental health component.

Our current PCMHSS service is provided through clinicians attached to GP practices, with around three quarters of the work taking place in GP surgery premises. More recently the service has been delivered by phone or using on-line video.

The service provides:

- **Mental Health Assessments** - for people referred by their GP.
- **Therapeutic Interventions** - either for individuals or in a group.
- **Information and guidance** – on resources to support individual needs.
- **Consultation and advice to GPs** - to enable GPs to safely manage and care for people with mental health problems.
- **Supporting Onward Referral** - to secondary care specialist mental health services.



Mental Health Services in Primary Care.

“Why do we need to change?”

Limited GP time and we are seeing increasing numbers of patients with mental health difficulties



Difficulty in matching the right staff member/skills to best meet the needs of each patient.



Difficulty in managing workforce challenges due to the way services are currently organised



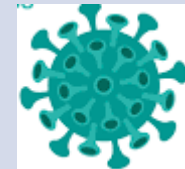
Differences in demand and the way waiting lists are managed across boroughs and practices



Reduced availability of consulting rooms in GP surgeries to deliver our services locally



Predicted increase in demand for mental health support as a result of the pandemic



Ideas to Support Primary Care Mental Health Services; Psychological Wellbeing Practitioners

- Introducing new **Psychological Wellbeing Practitioners (PWP)** roles to help support General Practitioners to meet the needs of individuals with low level mental health problems such as anxiety and depression.
- Working **across a number of GP practices** and offer assessments, advice and signposting to other services.
- Support individuals whose conditions are not severe enough to need referral to more specialised mental health teams; but whose needs cannot currently be fully met in Primary Care.
- Provide advice and support for individuals with low severity mental health issues and free up GP time to see other patients

Increased access
closer to home
for specialist
advice and
support for
individuals with
lower level
Mental Health
needs

*Supports more
effective use of
GP time, to see
more
Patients with
other conditions*



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Ideas to Support Primary Care Mental Health Services;

Community (NCN) Hub Based Model

- Patients can attend appointments in community based 'hubs' servicing a small number of GP practices.
- Full range of specialist assessments and interventions can be provided within each Hub
- In order to provide more timely support and advice to GPs from Mental Health Teams, a dedicated electronic advice service will be introduced.
- A named practitioner will be allocated to each surgery to attend practice meetings etc.
- Patients will have the choice to attend appointments in person or 'virtually' using video technology or telephone

More sustainable workforce, with specialist staff better able to cross cover in this model

increased access for patients to a range of specialist interventions closer to their home

Increased choice of virtual and face to face 'in-person' specialist assessments and interventions



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol  Clinigol
Clinical Futures

Gofalu amdanoch chi a'ch dyfodol
Caring for you and your future

Improving Services for Individuals in Crisis;

Current Crisis Services

Over the last three years we have been working with our Service Users and our service Partners to better understand the Mental Health Crisis Support System to redesign and implement a 'Whole Person, Whole System Crisis Support' model.

Progress made to date includes:

- Strengthening our Crisis Assessment and Home Treatment services, making them 24/7 and increasing capacity.
- Introducing a 'Shared Lives' service in one borough, providing support within a family environment.
- Providing a service to improve transport for patients in crisis.
- Employed Mental Health Practitioners to work within Primary Care Out of Hours and Gwent Police control room.
- Completed a review of our inpatient services

Supporting People in Crisis. Why do we need to change?

Improve Experience and Outcomes for Individuals in Crisis. Services offer variable access and support, dependent on the time of day and day of week.



High Demand

We have high admission and readmission rates compared to other Health Boards/Trusts in the UK.



Workforce Challenges.

Difficulties in recruiting and sustaining staff on some inpatient units, with gaps and variation in multidisciplinary teams



Lack of some components of a whole system model.

The Health Board do not offer a full range of alternatives to admission for individuals in crisis.



Poor Inpatient Experience and Environment.

Existing ward layouts and quality of the environments are variable and are not always the best environments to support recovery.



Listening to What People Were Telling Us.

People who have used our services and our staff have shared some of their experiences which have helped to shape our ideas through our Transformation Programme.



Improving Services for Individuals in Crisis

Whole Person, Whole System Crisis Transformation Model



We want to:

- Improve our Crisis Assessment Services
- Redesign our Inpatient Services to improve patient outcomes and experience.
- Continue to increase the options available to individuals as an alternative to hospital admission, ***TY Lles -our Support House opens in 2021.***
- Work with Partners to develop:
 - A Single Point of Contact that is accessible 24/7
 - Sanctuary provision in local areas for people starting to experience a deterioration in their mental health.

Improving Our Service for Individuals in Crisis;

Sharing our ideas - Crisis Assessment Service Unit

- Establishing a **C**entralised **C**risis **A**ssessment **S**ervice **U**nit (**CASU**), providing a 24/7 service, next to the 136 suite.

This will provide a 'one point of referral' for all agencies (eg police, WAST)

***Improved patient experience** by co-location of assessment, 136 and inpatient services on a single site*

- 9am-5pm; Crisis assessment appointments will continue to be offered by **C**risis **R**esolution **H**ome **T**reatment **T**eams (CRHTT), but will be co-ordinated centrally.

Specialist staff co-located offers most appropriate expertise and more timely response to crisis incidents out of hours

- Initially CASU will be based at St Cadocs Hospital.

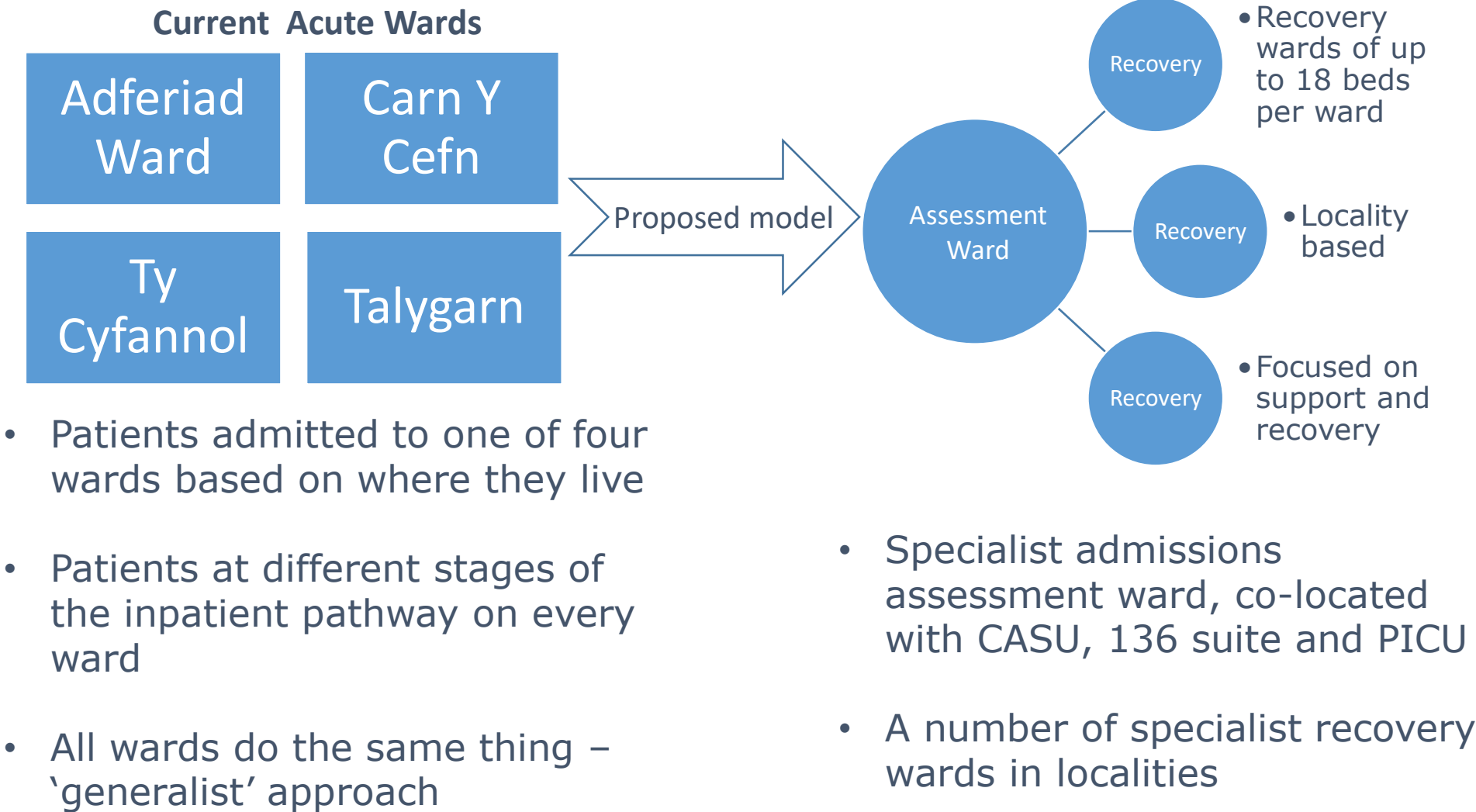
Subject to the outcome of our engagement and consultation it may at a later date relocate to any new purpose built Specialist Inpatient Unit.

***Increased timely access to specialist services** with option for an appointments at CASU where local capacity is not available*

Improving our Service for individuals in Crisis

Sharing our ideas – Inpatient Services

Page 32



Further development of specialist skills improving evidenced outcomes in Assessment and Recovery of patients

Improved patient experience & outcomes by separation of admission and recovery stages

Improvement in experience & outcomes evidenced in patient pathway from co-location of core Crisis Services

Supporting People With Complex Needs

Where are we today?

Outside of our hospitals and community services, we have;

- **178** people with Complex Mental Health Needs
- **139** people with a Learning Disability Complex Needs.

For their specific individual needs we commission specialist packages of support for them. This costs £31.9m a year

In 2019:

- We expanded the **Psychiatric Intensive Care Unit(PICU)**.
- Invested in a **Structured Clinical Management** service to enable intensive community support for some with complex needs.

Our ideas for the future?

Our ambition is that no individuals with complex needs from Gwent will be placed Out of Area.

We can achieve this by:

- Developing more local specialist inpatient services unit, to include provision for individuals who require low secure care.
- Further developing our community capacity to support those with complex needs; from the learning from our the Structured Clinical Management service.
- Exploring more opportunities for working differently with our Partners.

Supporting People with Complex Needs. Why do we need to change?

Improve Experience and Outcomes for Individuals distance makes it hard in maintaining links with family. Individuals placed in restrictive environments for longer than necessary and poor continuity of care which impacts on supporting individuals recovery



Increasing demand for specialist placements

Number of patients who require specialist placements is increasing



Financial Sustainability

By 2021/22 LSU and locked rehab placements are forecast to increase to an annual cost of £13.2m.



Lack of whole service model

Aneurin Bevan University Health Board does not currently have Low Secure provision



Inadequate Service Delivery / Environment Existing infrastructure is not fit for purpose and does not provide appropriate environments



Ability to influence care providers is limited

Rely on external clinical decision making, often with big geographical separation and different governance structures

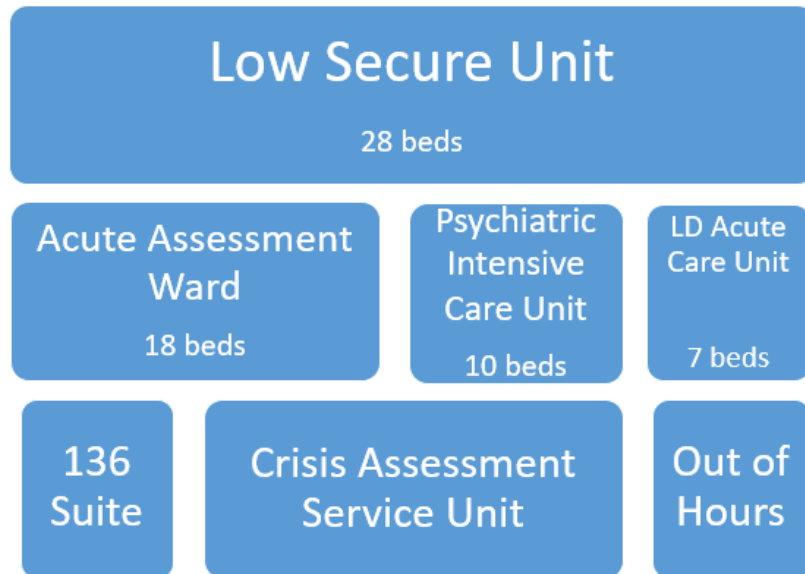


Supporting People with Complex Needs;

Specialist Inpatient Services Unit

We believe that linking the components outlined below together in a new building will enable the best way to meet the needs of an individual requiring a crisis assessment or admission. This will enable a clear pathway for admission and transfer of patients to the appropriate environment, irrespective of how or when they access the service.

Page 35



Engagement and Consultation Approach

- Focus on Virtual Engagement
- All Stakeholders to be contacted /mailshot
- Use of Social Media, Virtual Coffee Mornings, Teams Meetings, Internet etc
- Videos, presentations and press releases, social media
- Utilising community connectors, third sector, groups and existing networks and resources to reach out
- Internal workforce engagement



Public 'Virtual' Meetings hosted by Division SMT Leads

Wednesday	13 th	January 2021	10:00 -11.30
Sunday	17 th	January 2021	13:00-14:30
Friday	22 nd	January 2021	14:00-15:30
Saturday	30 th	January 2021	14:00-15:30
Wednesday	10 th	February 2021	10:00-11:30
Wednesday	17 th	February 2021	17:00-18:30

To obtain virtual ticket to attend

Email: ABB.MHLDEngagement@wales.nhs.uk

Proposed Timetable for Engagement and Consultation

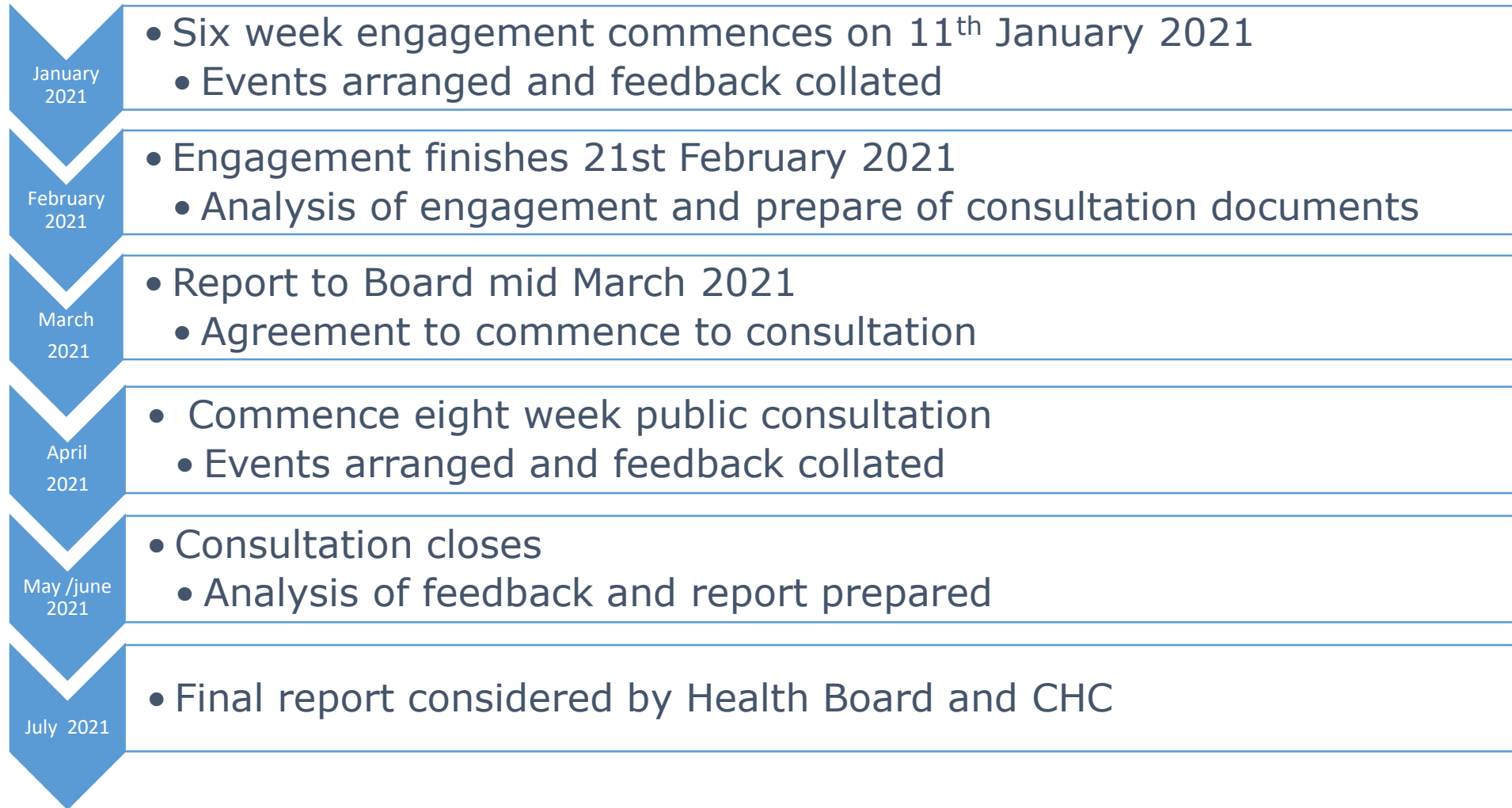
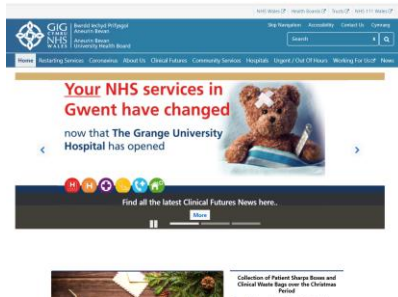




ABB.MHLDEngagement@wales.nhs.uk



Freepost; Gwent MHL D Division
Lodge Rd,
Caerleon,
Newport
NP18 3XQ



Aneurin Bevan University Health Board Website;

<https://abuhb.nhs.wales>

This page is intentionally left blank

Scrutiny Report

Performance Scrutiny Committee – Partnerships

Part 1

Date: 21 January 2021

Subject Scrutiny Adviser Report

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Role
Neil Barnett (Scrutiny Adviser)	Present the Committee with the Scrutiny Adviser Report for discussion and update the Committee on any changes.

Section A – Committee Guidance and Recommendations

Recommendations to the Committee

The Committee is asked to:

1. Committee's Work Programme:

Consider the Committee's Forward Work Programme Update (**Appendix 1**):

- *Are there any amendments to the topics scheduled to be considered at the next Committee meeting?*
- *Are there any additional invitees that the Committee requires to fully consider the topics?*
- *Is there any additional information that the Committee would like to request?*

2 Context

Background

- 2.1 The purpose of a forward work programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services.
- 2.2 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council's Scrutiny webpages (www.newport.gov.uk/scrutiny).

- 2.3 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.

Forward Work Programme Update

- 2.4 The Committee's work programme was set in October 2020, including estimated timescales for when the reports will be considered by the Committee. This programme is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.5 Attached as **Appendix 1** is the Committee's Forward Work Programme Update. The Committee is asked to consider:
- *Any amendments to the topics scheduled to be considered at the next Committee meeting?*
 - *Are there any additional invitees that the Committee requires to fully consider the topics?*
 - *Is there any additional information that the Committee would like to request?*

The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested amendments to the Work Programme.

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: The Committee's Forward Work Programme Update;

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

- **Forward Work Programme Update - Appendix 1**

Consider:

- Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
- Are there any additional invitees that the Committee requires to fully consider the topics?
- Is there any additional information that the Committee would like to request?

Section B – Supporting Information

5 Supporting Information

- 5.1 The Corporate Assessment, and the subsequent [follow up assessment](#) provide background information on the importance of good work programming. Specific reference is made to the need to align the Cabinet and Scrutiny work programmes to ensure the value of the Scrutiny Function is maximised.
- 5.2 The latest Cabinet work programme was approved by the Cabinet on a monthly basis for the next 12 months and includes the list of reports scheduled for consideration. Effective forward planning by both Cabinet and Scrutiny needs to be coordinated and integrated in relation to certain reports to ensure proper consultation takes place before a decision is taken. A link to the Cabinet work programme is provided [here](#) to the Committee as part of this report, to enable the Committee to ensure that the work programmes continue to reflect key decisions being made by the Cabinet.

6. Links to Council Policies and Priorities

- 6.1 Having proper work programming procedures in place ensures that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services, contributes to the delivery of corporate objectives, and ensures that work can be undertaken in a timely and well-planned manner.
- 6.2 This report relates to the Committee's Work Programme, Actions from Committee's and Information Reports that support the achievement of the Scrutiny Committee, in accordance with the Law and Regulation Service Plan, Objectives, Actions and Measures and the Wellbeing objectives:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

7 Wellbeing of Future Generation (Wales) Act

- 7.1 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services.
- 7.2 **General questions**
- How is this area / policy affected by the new legislation?
 - How will this decision / policy / proposal impact upon future generations? What is the long term impact?
 - What evidence is provided to demonstrate WFGA has been / is being considered?
 - Evidence from Community Profiles / other data?
 - Evidence of links to Wellbeing Assessment / Objectives / Plan?
- 7.3 **Wellbeing Goals**
- How are the Wellbeing goals reflected in the policy / proposal / action?
 - *A prosperous Wales*
 - *A resilient Wales*
 - *A healthier Wales*

- *A more equal Wales*
- *A Wales of cohesive communities*
- *A Wales of vibrant culture and thriving Welsh language*
- *A globally responsible Wales*

7.4 Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
 - **Long Term**
The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs
 - **Prevention**
How acting to prevent problems occurring or getting worse may help public bodies meet their objectives
 - **Integration**
Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
 - **Collaboration**
Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
 - **Involvement**
The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

8 Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017 - 2022](#)
- The Corporate Assessment and [follow up assessment](#).

Report Completed: 21 January 2021

Performance Scrutiny Committee – Partnerships – Forward Work Programme Update

Wednesday, 24 February 2021 at 5pm		
Topic	Information Required / Committee's Role	Invitees
Education Achievement Service (EAS) – Business Plan 2021-22	To consider the draft EAS Business Plan that sets out the priorities, programmes and outcomes to be achieved as part of the consultation prior to its approval and submission to Welsh Government.	Chief Education Officer Deputy Chief Education Officer Representatives from the EAS

This page is intentionally left blank