



**WARWICKSHIRE HEALTH AND WELLBEING BOARD**  
**ANNUAL REVIEW 2015/16**

# Contents

<b>Chair’s Introduction and Foreword .....</b>	<b>3</b>
<b>Our Priorities .....</b>	<b>4</b>
<b>JSNA .....</b>	<b>5</b>
<b>Delivering Our Priorities.....</b>	<b>6</b>
<b>Place Based Activity.....</b>	<b>19</b>
<b>What’s Next .....</b>	<b>20</b>
<b>Who We Are .....</b>	<b>21</b>
<b>Further Information .....</b>	<b>22</b>

# Chair's Introduction and Foreword

It is my pleasure to present the Health & Wellbeing Board's Annual Review for 2015/16.

The report summarises the business we have covered and the progress we have made during the year.

The importance of maintaining our own Health & Wellbeing and that of our families and close friends is always at the forefront of our minds.

In support of this aim, the role of the Health & Wellbeing Board is to make sense of a complex landscape by bringing together the work of multiple agencies who commission, deliver and administer the Health & Wellbeing services in Warwickshire. This covers, Hospital Trusts, GP led Clinical Commissioning Groups, The voluntary sector, Local Authorities, and Health Watch.

The Board seeks to set the agendas and influence the policies and strategies that promote working effectively

together across the system, to build healthier communities and lifestyles for our residents.

Increasingly this is becoming the way we work and we now have some great examples of integrated service provision and teams becoming our new business as usual in Warwickshire.

This report provides an opportunity to celebrate these successes.

It also marks a tipping point for us and future years will see increased integration of services. The final sections of the report outline the future direction of travel.

This is truly a collective effort. Whilst we have drawn out casestudies this not intended to be an exclusive set. Great work is happening across the system and I'd encourage you to follow the signposting section to the more detailed work of our partner organisations.



**Cllr Izzi Seccombe**

Chair of Warwickshire Health and Wellbeing Board  
Leader of Warwickshire County Council  
September 2016

# Our Priorities

## Warwickshire Health & Wellbeing Strategy 2014-18

In November 2014, the Board agreed the new Health & Wellbeing Strategy for 2014-18. This was the culmination of 12 months' extensive engagement and consultation with the Board's member organisations and the wider partnership.

Through the Strategy, partners have agreed three over-arching priorities for the next five years. For each priority, partners have set out a number of areas of focus and planned outcomes.

### The Priorities and areas of focus are:



#### 1. Promoting Independence for All

- Ensuring the best start for children & young people
- Supporting vulnerable young people & their transition to adulthood
- Enabling people to manage their own health & wellbeing (through prevention, screening advice, information etc.)
- Empowering disabled people to have choice & control
- Enabling older people to stay independent & in their own homes for as long as possible
- Identifying and supporting other vulnerable groups



#### 2. Community resilience

- Building the capacity of local communities to shape & deliver services
- Building social networks - reducing loneliness & isolation
- Improving educational attainment & access to learning across the whole community



#### 3. Integration & working together

- Reducing admissions to acute services & residential care
- Simplifying access to services & the customer journey
- Data sharing and IT infrastructure
- Creating healthier environments (e.g. through housing, planning, licensing, alcohol & crime)



#### Better Together Programme

Fundamental to supporting all three of the priorities is the Warwickshire Better Together Programme.

Introduced nationally with the intention of reducing the number of older people being admitted into hospital unnecessarily and ensure they were able to return home as quickly as possible by integrating health and social care services.

Working to the Vision of providing 'The Right Care at the Right Time, in the Right Place – Every Time' 2015/16 saw the first full year of this programme in Warwickshire.

It is therefore a key feature of this Annual report and the related activity is presented with the common Better Together programme branding where needed.

# Joint Strategic Needs Assessment (JSNA)



## Understanding the needs of our Population

The Joint Strategic Needs Assessment (JSNA) provides the evidence based upon which the Health & Wellbeing Strategy is based.

It is designed to analyse the current and future health and wellbeing needs of the Warwickshire population to inform the commissioning of health, wellbeing and social care services.

The JSNA is made up of two key elements - The overall Annual

statement, which is refreshed each year, plus a programme of needs assessments stretching over the next 3 years.

## Annual Statement

The JSNA Annual Statement 2015/16 was the first annual statement in the three year cycle of the JSNA and refreshes and updates stakeholders on the priority topics agreed by the Health & Wellbeing Board in January 2015 that impact on the health and wellbeing of Warwickshire's people.

## Completed Needs Assessments

As well as this overarching assessment, a number of theme-specific JSNAs have been completed and approved in 2015/16

### • Helping Vulnerable Children

This needs assessment considers a number of risk factors, presenting a potential cohort of vulnerable children in Warwickshire.

### • Children Looked After

This needs assessment is intended to provide insight to better understand Warwickshire's profile of children looked after. This work dovetails closely with the Prevention JSNA aimed at preventing and reducing the numbers of children coming into care which is due to be approved in July 2016.

### • Carers (including young carers)

This needs assessment is intended to provide insight into the unpaid care provision across Warwickshire, recognising the important contribution this makes to the overall supply of care services as well as the extent and nature of local support services.

## Ongoing needs assessment work

There are a number of needs assessments (both JSNA priority themes approved by the Health & Wellbeing Board as well as broader themes) that are worth highlighting that will continue to enable evidence-based decision making.

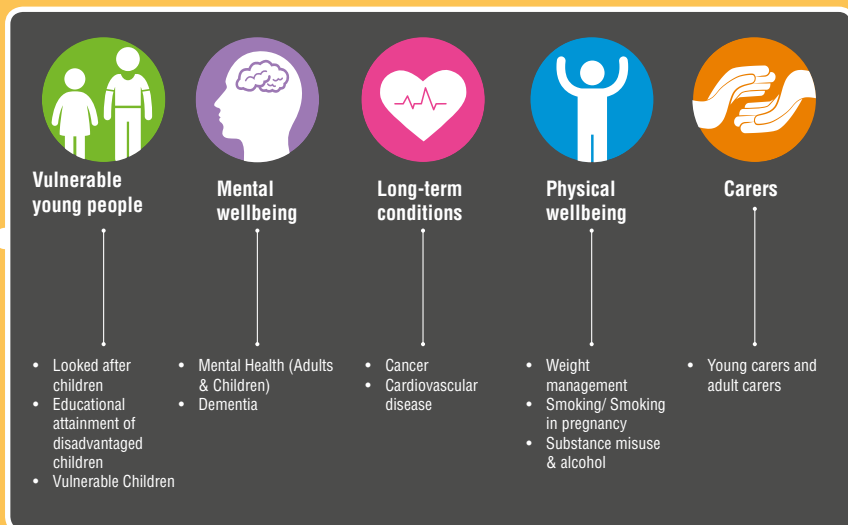
### *Nearing publication:*

- Prevention (preventing & reducing children coming into care) Needs Assessment (JSNA priority theme)
- Needs analysis to inform CAMHS Redesign (JSNA priority theme)
- 0-5 Needs Assessment
- Lillington Needs Assessment
- Youth Justice Needs Assessment
- SEND Needs Assessment

### *Ongoing and upcoming work:*

- Substance Misuse & Alcohol Needs Assessment (JSNA priority theme)
- Smoking Needs Assessment (JSNA priority theme)
- Dementia Needs Assessment (JSNA priority theme)
- CCG JSNA profiles
- Atherstone Needs Assessment
- Criminal Justice & Mental Health Needs Assessment.

For more information on the JSNA, please contact [jsna@warwickshire.gov.uk](mailto:jsna@warwickshire.gov.uk)



# Delivering Our Priorities



## 1. Promoting Independence for All

- Ensuring the best start for children & young people
- Supporting vulnerable young people & their transition to adulthood
- Enabling people to manage their own health & wellbeing (through prevention, screening advice, information etc.)
- Empowering disabled people to have choice & control
- Enabling older people to stay independent & in their own homes for as long as possible
- Identifying and supporting other vulnerable groups

## Better Together Achievements

- Dementia navigators in place across the county Living Well with Dementia.
- New access and self-care/management arrangements are being put into place utilising technology and new online self-assessments that enable people to navigate and secure help for themselves.
- Community development workers are allocated to local health and wellbeing hubs providing a direct link between patients being seen by their GPs and a range of community led activity.



## Case Study: Smart Start

The JSNA's 0-5 needs assessment and Smart Start engagement activities have shown that access to early years services, mental health support and community based activities for families need to be improved and delivered differently.

Smart Start aims to develop and deliver a strategy for joint action to improve the wellbeing and development of our 0-5s, focusing on prevention and early help.

Organisations like the County Council, the NHS, early years education and nurseries, and the third sector have been working together to develop and deliver a 3 year programme called Smart Start. Into its second year, the Programme so far has:

- Undertaken extensive research and engagement activities involving parents/ carers of 0-5s, including the most hard to reach families and front line workers.
- Developed and published Warwickshire's 0-5s Strategic

Needs Assessment.

- Developed and published the Smart Start Strategy which sets out what we will collectively do to make sure that all children in Warwickshire have the best possible start in life and that their parents and carers are well supported from the moment of conception through to the time when children reach school.
- Funded 11 projects contributing to the delivery of the Smart Start priorities and outcomes.
- Is planning the delivery of the Smart Start Strategy with all Partners, including co-production with communities, parents and carers.
- Developed a plan to integrate 0-5 universal and early help services.
- Is about to launch a scheme of small grants to offer practical support to 0-5 communities.

The Health & Wellbeing Board has fully



endorsed the Smart Start Programme and Strategy, recognising it as a significant step forward to improve health and wellbeing of Warwickshire's families and giving future generations the best start in life.

Mapping of all projects and initiatives contributing to the delivery of the Smart Start Strategy is currently taking place with a view to further invest into the most impactful work and effectively address the gaps by developing and delivering innovative solutions.

For more information on the Smart Start Programme visit:

**[www.warwickshire.gov.uk/smartstart](http://www.warwickshire.gov.uk/smartstart)** or contact Programme lead: Helen King, Deputy Director of Public Health **[helenking@warwickshire.gov.uk](mailto:helenking@warwickshire.gov.uk)** or Programme Coordinator: Monika Rozanski, Public Health Officer - **[monikarozanski@warwickshire.gov.uk](mailto:monikarozanski@warwickshire.gov.uk)**

## Case Study: Child Sexual Exploitation

Bringing people together to discuss difficult and challenging issues is a key role of the Health Wellbeing Board.

Child Sexual Exploitation (CSE) is a complex type of sexual abuse affecting young people across Warwickshire, although the problem is often hidden.

In January 2016 a joint exploratory workshop was held between Public Health colleagues and the health subgroup of the CSE National Working Group (NWG) to scope the key challenges for front-line services. The purpose

of the joint work and conference described here were to help define the ways in which Public Health departments can support system-wide working to tackle CSE.

The outcome of the conference is now being used across the West Midlands to agree a joint work programme between Public Health and the CSE network. Likewise, in Warwickshire the output will inform a local work programme between Public Health and our local partners.

For more information please visit [warwickshirecse.co.uk](http://warwickshirecse.co.uk)

## Case Study: Quit4good campaign

Smoking is the leading cause of preventable death and disease in the UK. About half of all lifelong smokers will die prematurely, losing on average about 10 years of life.

The number of quitters accessing the smoking cessation service in Warwickshire has declined over the last 3 years by 40% however surveys show that more than two thirds of smokers say they want to give up smoking.

The Quit4good campaign launched on No Smoking Day 2015 promoted the fact that a smoker is 4 times more likely to quit with support from the NHS Stop Smoking Service. No Smoking day 2016 was another opportunity

to promote the Quit4good campaign with the introduction on a new online service.

To support No Smoking Day 2016 Pharmacists across Warwickshire promoted the Quit4good campaign to encourage smokers to access the stop smoking service. Warwickshire Stop Smoking service also introduced a new online service which provides an alternative web based source of support for smokers who choose not to access the more traditional methods of support through their GP surgery or local pharmacy.

For more information visit [warwickshire.gov.uk/quit4good](http://warwickshire.gov.uk/quit4good) or contact [suewild@warwickshire.gov.uk](mailto:suewild@warwickshire.gov.uk)



## Integrated Community Equipment and Support Service (ICESS)

The Integrated Community Equipment and Support Service (ICESS) provides equipment and services to enable people in Warwickshire to live more independently, prevent admission to and facilitate discharge from hospital. The range of equipment includes beds, mattresses, hoists, equipment to assist people with their personal care and to enable people to maximise their mobility. A monitored Telecare service is also available, providing personal alarms and a range of sensors that can for example detect epileptic fits.

During 2015/ 16 over 88,000 items of equipment were delivered to 18,530 customers across Warwickshire.

During the year the contract for the Telecare service commissioned by Warwickshire County Council was transferred to the ICESS contract. At the end of March 2016, 717 customers received this service. In addition over 7,300 customers benefit from a service provided by the District and Borough Councils.

A draft Assistive Technology Statement of Intent and action plan has been developed and a workshop with senior staff across health and social care took place to further develop the plan. The plan focusses on the promoting the use and benefits of Assistive Technology to the public, customers, carers, health and social care professionals and embedding the use of Assistive technology as part of customer's care packages. See [www.athome.uk.com](http://www.athome.uk.com) for more information and case studies about the use of Assistive Technology.

Feedback from users of the service included 'It enables someone to spend time on their own without staff having to supervise them all the time' and 'It's reassuring as someone knows I have fallen and responds'.

For more information please contact [kaywinterburn@warwickshire.gov.uk](mailto:kaywinterburn@warwickshire.gov.uk)

### *Children and Young People: Investing in the Future*

Directors of Public Health have a statutory requirement to write an annual report, to inform local people about the health of their community, and provide information for decision makers in local health services and authorities on health gaps and priorities.

The theme of the 2015 report was children and young people, including a focus on early years, education, mental health, healthy weight, risky behaviours and vulnerable groups.

The report emphasised the importance of adopting of a 'life course' approach to addressing health inequalities within the population.

Key successes outlined in the 2015 report included:

- the rate of teenage pregnancy had declined;
- a reduction in the number of alcohol-specific hospital admissions for the under 18s; and
- a slight reduction in the number of obese year 6 school children.

However, at the time of publishing the report in 2015, there were still areas for

improvement:

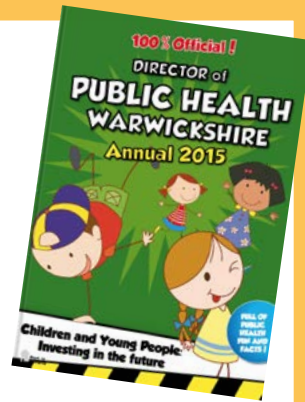
- 40% of children did not achieve a good level of development by the end of reception year;
- 13.1% of pregnant women were still smoking at the time of delivery;
- A & E attendances for 0-4 year olds were higher than the national average; and
- rates of self harm in young people aged 10-24 were rising.

The Warwickshire Health and Wellbeing Board endorsed the recommendations in the report, and it was awarded second place in the Association of Directors of Public Health Annual Report Competition, for its engaging content and 'wow' factor.

The Director of Public Health Annual Report 2016 was published in September 2016.

Both the 2015 and 2016 reports are available online:

<http://publichealth.warwickshire.gov.uk/annual-report/>



## Care Homes (with or without nursing) for Older People and Adults with high support needs

**STOP PRESS**



During 2015/16 Warwickshire County Council have been working jointly with South Warwickshire Clinical Commissioning Group (SWCCG) and Warwickshire North Clinical Commissioning Group (WNCCG) to review how care home (with and without nursing) services are commissioned across Warwickshire.

The development of a joint outcomes-based service specification for care homes (with and without nursing) for Older People and/or Adults with high support needs and complex health conditions and has been completed and a new contract for services finalised.

This will be relevant to existing and new care home provision (without nursing) across Warwickshire; and existing and new care home provision (with nursing) relevant for Funded Nursing Care (FNC) and Continuing HealthCare (CHC) within the boundary for SWCCG and WNCCG.

Coventry and Rugby Clinical Commissioning Group have developed a similar approach with Coventry City Council.

This joint approach will focus on improving quality standards for all customers and will support an affordable and sustainable care home market across Warwickshire.

For more information, please contact Sue Green, Commissioner, Accommodation with Support.

[suegreen@warwickshire.gov.uk](mailto:suegreen@warwickshire.gov.uk)

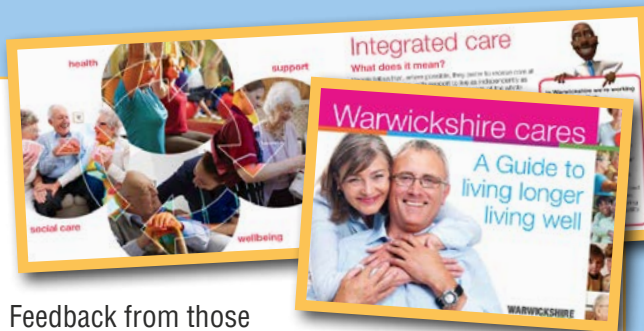


## Living Longer Living Well Guide

The Living Longer Living Well Guide was commissioned by Public Health in 2015, on behalf of Warwickshire County Council, and in partnership with the NHS and voluntary sector locally.

40,000 hard copies were printed and distributed to older people through Pharmacies, GP practices and Clinical Commission groups.

The guide gives clear information, advice and local service details to older Warwickshire residents to support their health and wellbeing, and to help people to remain active, healthy and independent for as long as possible.



Feedback from those who received them was excellent, and many more copies were requested. Although not formally evaluated, it was clear that the guide was considered useful and an electronic version for further distribution is to be considered next.

For more information please visit [www.warwickshire.gov.uk/livinglongerlivingwell](http://www.warwickshire.gov.uk/livinglongerlivingwell)

## Five Ways to Wellbeing in Warwickshire

Five Ways to Wellbeing (5WtW) in Warwickshire has drawn on national evidence to develop a programme that aims to encourage Warwickshire residents and the County Council workforce to talk about wellbeing and build the ways to wellbeing into their lives. It also aims to raise awareness of support and services to enhance mental health and wellbeing.

Building upon the success of the website launch the year before, in 2015, Warwickshire County Council commissioned the

development of 5WtW eLearning. This was launched in January 2016 to WCC staff and particularly aims to increase the skills of front-line staff, who are obliged to promote wellbeing under the Care Act legislation and also in their work on Making Every Contact Count.

Around 250 WCC staff have completed the eLearning, and are beginning to use the 5WtW in their interactions with customers.

For more information please contact Claire Taylor on [clairetaylor@warwickshire.gov.uk](mailto:clairetaylor@warwickshire.gov.uk) [www.warwickshire.gov.uk/5ways](http://www.warwickshire.gov.uk/5ways)



## Home Care Tender

**STOP PRESS**



On February 26th 2016, The County Council's Strategic Commissioning Unit began the tender process for a new Care at Home Contract that will reshape how services are delivered across Warwickshire. Warwickshire County Council currently delivers domiciliary care to over 2,400 customers, to ensure they are able to live independently in their own home for as long as possible.

Significant engagement with customers has led to the development of a new joint service specification for domiciliary care and supported living services along with Clinical Commissioning Group (CCG) partners that is person-centred with a focus on individual outcomes for the people using the services.

The new contract model went live on August 1st 2016 and will provide many benefits; including improved clarity around service definitions, improved relationships with providers, and care and support that is more consistent, high in quality and person-centred.

The new Care at Home contract has been developed with a focus on customer outcomes. Customers will be given the opportunity to receive care and support that is flexible and tailored to meet their individual needs. This also has the added benefits of giving care staff increased job satisfaction, a reduction in long term high volume traditional packages of care, and a reduction in unnecessary processes and protocols.

If you would like further information please contact Amanda Fawcett, Commissioner for Domiciliary Care, WCC on [amandafawcett@warwickshire.gov.uk](mailto:amandafawcett@warwickshire.gov.uk)



## 2. Community resilience

- Building the capacity of local communities to shape & deliver services
- Building social networks - reducing loneliness & isolation
- Improving educational attainment & access to learning across the whole community

## Dementia Friends

Raising awareness of dementia, creating dementia friendly communities and supporting people to live well with dementia are key aims of Warwickshire's Living Well with Dementia Strategy (2016-2019).

Dementia Friends aims to change the way people think, act and speak about dementia. The initiative is led nationally by the Alzheimer's Society and is based on the principle that people with dementia can live well with a greater understanding

and a little help from other people.

Together Clinical Commissioning Groups, County council, District and Borough Councils, NHS Trusts, voluntary sector, private sector and the public set a target in January 2015 to create 10,000 Dementia Friends across Warwickshire during 2015.

Various communication strategies were used to encourage people to get involved. People either attended a face-to-face information session or signed up on-line

and the ambitious target was achieved by September 2015.

A new target has now been set, to create 30,000 Dementia Friends by 2019.

For more information, For more information please contact Claire Taylor on [clairetaylor@warwickshire.gov.uk](mailto:clairetaylor@warwickshire.gov.uk) [warwickshire.gov.uk/dementia](http://warwickshire.gov.uk/dementia)



## School Health & Wellbeing Service

During 2015, Warwickshire Public Health led the procurement of the "School Health & Wellbeing Service" (previously known as the School Nursing Service) based on a re-designed service specification. The new service commenced on the 1st November 2015 and colleagues from the new provider have been working with parents, children and young people, schools, GPs, local hospitals, health visitors and other partners as part of the service transformation.

The service is responsible for delivering a number of key activities, including:

- Annual height and weight

measurements of Reception and Year 6 pupils as part of the National Childhood Measurement Programme

- Annual health needs assessments for Reception and Year 6 pupils
- Annual health reviews for 'Looked After Children' in partnership with the LAC Health team and Children's Social Care
- Contributing to education and individual healthcare plans for children and young people with long-term health conditions or complex medical needs
- Support for schools in developing annual school public health plans and reviewing health-related

policies, including the delivery of PSHE in the curriculum.

Feedback from users of the service included "it is immensely reassuring for me to know that his health care is monitored and constantly updated and that you ensure that the school is aware of any changes in treatment etc. It is very reassuring for me to know my child's health is looked after in this way and it means I can go to work and not worry when he is not in my care. I am really very grateful."

For further information, please contact [katesahota@warwickshire.gov.uk](mailto:katesahota@warwickshire.gov.uk) or [warwickshireSH&WBSservice@compass-uk.org](mailto:warwickshireSH&WBSservice@compass-uk.org)

## Better Together Achievements

- In North Warwickshire, Age UK, Warwickshire North CCG and George Eliot Hospital have supported a pilot of a care navigator role to work across primary care and the hospital to prevent repeat, non-elective admissions and support discharge of patients back into the community.
- Developed an online portal for care coordinators, navigators, social prescribing staff and primary care, which includes information on all provision available locally.
- WCC have commissioned Age UK to pilot a new service within hospitals to support timely discharge. Age UK workers will be located with hospital social care teams to provide information, advice and guidance to anyone needing additional support to get back home.



## Over 75's Project



The Over 75's project was commissioned by South Warwickshire CCG to deliver high quality care for South Warwickshire's ageing population to keep them happy, healthy and well at home and prevent unnecessary hospital admissions. It comprised of 3 pilots, of different size and scale, delivering local services targeted at improving the health and wellbeing and reducing social isolation.

The qualitative feedback from patients, carers, GP teams and those providing the services was very positive. This was reinforced by case studies and by an independent evaluation undertaken by Age UK for the SWGP pilot.

The project has provided the following learning:

- Universal screening was not required nor always appreciated by all Over 75's
- Case management of individual patients makes the difference
- Unmet/unknown need was identified – physical and social – people had been 'managing'

For more information please contact [suephillips@southwarwickshireccg.nhs.uk](mailto:suephillips@southwarwickshireccg.nhs.uk)

- The scheme would benefit some Under 75's too
- Main reasons for crisis – Falls, Urinary Tract Infections, medication, 'off feet' and anxiety/depression
- The co-ordinators/navigators had time to liaise/co-ordinate and this was recognised as the key component for the success of improved patient care
- Solutions are not just medical – they are holistic

All of this learning has now been mainstreamed in the Fit for Frailty Programme now in operation in all GP Practices across South Warwickshire. Feedback from patients included 'You arrived like a breath of fresh air, guided us through the system, always asking my father what he would like. Within 2 hours you had helped us come up with a plan of action and we are now seeing positive results, thank you!' and 'The walker has given him confidence and I am no longer helping him to walk about the house. Thank you so much you have really got things moving, your help is much appreciated'

## Warwickshire North CCG Cardiovascular Disease (CVD) Programme Board

NHS Warwickshire North Clinical Commissioning Group (WNCCG) established the 2 year task and finish Cardiovascular Disease (CVD) Programme Board in May 2014. Since its inception the Board has been actively leading work to develop, target and improve services and care for Warwickshire North patients through a co-ordinated delivery programme from prevention to chronic management of CVD.

The board has developed a 30 point Cardiovascular Disease Work Programme. Many of these work streams require a partnership approach to effectively tackle the issue. This approach has allowed the board to make improvements in both outcomes for patients and reduced spending from the CCG and Partners.

The work of the board will continue to be reviewed through the CCGs Commissioning Finance and Performance Meetings, Warwickshire

Contact: [Rachel.robinson@warwickshire.gov.uk](mailto:Rachel.robinson@warwickshire.gov.uk) (chair) or [Andrea.Green@warwickshirenorthccg.nhs.uk](mailto:Andrea.Green@warwickshirenorthccg.nhs.uk) (Chief Officer) for more information.

North Health and Wellbeing Partnership and reported bi-annually through the Executive Team.

#onething has been launched which is a social media health campaign designed to address high rates of early mortality from cardiovascular disease (CVD), particularly in women, across Warwickshire North by reducing risk factors of CVD. Please visit [warwickshire.gov.uk/onething](http://warwickshire.gov.uk/onething) for more information.

When the Board convened the objective was to improve on the 2012 data of 152 premature deaths from CVD, our ambition was to reduce this by 22 deaths by 2017. Last year deaths had fallen to 122.

The CVD Programme Board has demonstrated that multi agency partnership approach to addressing long term issues has shown success.

## ConnectWELL Social Prescribing



ConnectWELL Social Prescribing has been operating in Rugby over the past 18 months. A person centered service that, in simple terms, engages with health professionals, primarily GP's and is the conduit for patients to access none medical services and activities that, alongside clinical interventions will contribute to their health and wellbeing. There are over 800 such activities in the Rugby Borough alone and ConnectWELL trained Navigators and Health Buddies help patients to find opportunities to suit them. Following a pilot year, referrals now number over 300.

ConnectWELL is the first project of this kind in Warwickshire. Funded by the CRCCG and the Esme Fairbairn Foundation, the scheme is delivered by Warwickshire Community and Voluntary Action (WCAVA). The project is engaged with all 12 GP Practices in Rugby

For more information please contact Alison Orr, Training Manager & Rugby Locality Manager, Warwickshire Community and Voluntary Action  
[aorr@wcava.org.uk](mailto:aorr@wcava.org.uk)

and takes referrals from health practitioners including GPs, nurses and self-referrals.

Patients are provided with information about the services and in some cases are assigned a Health Buddy to accompany them.

ConnectWELL aims to assist people in addressing underlying societal causes or manage compounding factors of ill-health by unlocking and aligning the many resources and community assets that exist within communities.

One patient said, "Prior to my referral to ConnectWELL, I was seeing my GP once a month." She has now reduced the frequency to 2 months. "The major change is that in the past I have struggled physically and financially. Now that my financial difficulties have been reduced, I am better able to cope with my health problems".

## Changing Places and Sensory Areas

During 2015/16 WCC funded four projects to deliver Changing Places and Sensory Areas that improve the accessibility of local communities for people with a disability:

- Age UK - The project proposal included:
  - o The refurbishment and redesign of the access area to the female W.C in the Atherstone Centres main community room which will be dementia friendly.
  - o Creation of a dementia friendly outdoor sensory garden offering a community resource to people / groups / professionals who are affected by dementia and or other disabilities and aims to promote a volunteer led gardening programme.
- Individual Support Solutions (ISS) - ISS installed a Sensory Area to their existing Head Office,
- Day Opportunity and Community Hub Services Building in Nuneaton. This includes a self-contained room where people can access positive sensory experiences that provide fun, aid communication and offer learning opportunities.
- New Directions Rugby - New Direction have created a therapeutic space to promote sensory modulation and assist with the learning and practice of stress management and anxiety reducing skills. The equipment used will meet a wide range of needs such as autism, sensory needs, anxiety, learning disabilities and dementia.
- Heart of England Mencap - Provision of a specific sensory facility that proactively provides the opportunity to have the stimulation and experiences that are difficult to achieve through every-day experiences.

For more information please contact [beckyhale@warwickshire.gov.uk](mailto:beckyhale@warwickshire.gov.uk)



### 3. Integration & working together

- Reducing admissions to acute services & residential care
- Simplifying access to services & the customer journey
- Data sharing and IT infrastructure
- Creating healthier environments (e.g. through housing, planning, licensing, alcohol & crime).

#### Better Together Achievements

- Phase one of integrating our Intermediate Care Services will see Warwickshire County Council and South Warwickshire Foundation Trust (SWFT) co-locate the Community Emergency Response and Reablement teams.
- In north Warwickshire, community matrons have supported clusters of GPs (Interdisciplinary Hubs) to identify the frail and vulnerable population. Multi-disciplinary teams then provide proactive support to those identified.
- A County wide model is in place that uses community based beds to support the discharge of patients with complex needs.



### End of Life Care

End of Life Care (EoLC) is the care experienced by people who have an incurable illness and are approaching death. Good EoLC enables people to experience as much comfort as possible until they die, and to make choices about their care. It has a significant impact on the wellbeing of patients and importantly on the wellbeing of surviving family and friends.

Good EoLC is challenging because it needs to be delivered by all front-line services requiring collaborative multidisciplinary working between generalist and specialist teams, whether the person is at home, in hospital or elsewhere.

It is a system-wide challenge that requires integrated thinking and working. Through the Executive the HWB team have brought together a system wide view of the complex needs. Commissioners now have a comprehensive picture of EoLC provision across the county and have agreed the key developments required to secure improvements.

An action plan has been developed and will be progressed during 2016/17.

For more information please contact [bernilee@warwickshire.gov.uk](mailto:bernilee@warwickshire.gov.uk)

### Mental Health Crisis Care Concordat

The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis to make sure that people get the help they need when they are having a mental health crisis.

To respond to the concordat a multi-agency Steering Group for Coventry and Warwickshire was established at the beginning of 2015, with membership from the across the Health & Wellbeing Board. The group agreed the five priorities to deliver the concordat's five areas of focus as:

- Prevention and intervention
- Implementing the street triage service
- Enhancing place of safety (PoS)
- Reviewing the Crisis Resolution and Home Treatment service (CRHT)
- User experience and engagement

This has directly led to introduction of Street triage provision; Suicide audit and prevention strategy; increase in acute service provision; and additional training for GPs and school nursing teams.

For more information please visit [www.crisiscareconcordat.org.uk/areas/warwickshire/#action-plans-content](http://www.crisiscareconcordat.org.uk/areas/warwickshire/#action-plans-content)

## Pharmaceutical Needs Assessment

The Pharmaceutical Needs Assessment (PNA) for Warwickshire was approved by the Health and Wellbeing Board in March 2015. It is an assessment of the pharmaceutical services that are currently provided in Warwickshire including dispensing of prescriptions by community pharmacies, dispensing GPs and other providers, as well as other services available from community pharmacies.

The PNA is an essential tool used by the NHS England when deciding

if new pharmacies are needed when dealing with applications for entry onto the pharmaceutical list and also (in certain rural locations) whether GPs should be allowed to dispense.

Following consideration by the Board, an action plan has been developed and work is underway with the Local Pharmaceutical Committee (LPC) and local pharmacies on specific initiatives such as systems resilience, urgent care and supporting public health initiatives.

For more information please visit [http://hwb.warwickshire.gov.uk/reviews\\_annual\\_updates/pharmaceutical-needs-assessment/](http://hwb.warwickshire.gov.uk/reviews_annual_updates/pharmaceutical-needs-assessment/)

## Warm and Well

The Warm and Well in Warwickshire Partnership was established in 2010, bringing together partners and stakeholders to support fuel poverty reduction, and to act as a referral network into sources of fuel poverty advice. The focus of the partnership remains in reducing illness and mortality associated with living in cold, damp homes, given the direct link between fuel poverty and excess winter deaths

The 'Boilers on Prescription' pilot has been further scoped and developed after successful completion and agreement of Information Governance protocols across all the partners involved. Participants will be eligible if they live with a defined set of long term health conditions and are on a low income/in receipt of benefits. Following a free home energy assessment we will seek the informed consent

from participants to access data about their health 12 months prior and 12 months post the physical interventions delivered i.e. new boiler/cavity wall insulation. We will be assessing A&E /Emergency admissions and GP attendances and prescribed medications and dosages in order to compare any changes/reductions. We hope to use the pilot outcomes to develop sustainable co-commissioned services that continue to address and reduce fuel poverty and health impacts in Warwickshire.

There is a growing body of evidence nationally that shows positive health outcomes can be achieved when cold and damp homes are improved, and this can reduce demands on GP and hospital services.

For more information please contact [nadiainglis@warwickshire.gov.uk](mailto:nadiainglis@warwickshire.gov.uk)

## Planning Healthy Weight Environments

Good planning can have a positive impact on the health and wellbeing of local communities, promoting independence and building resilience within them. In particular the planning system can be used to encourage healthy behaviour changes by promoting active travel and physical activity, encouraging the provision and access to local green spaces and also restricting overconcentration of unhealthy food uses

In July 2016 Warwickshire hosted a Planning Healthy Weight Environments workshop in conjunction with the Town and County Planning Association (TCPA).

The workshop provided a dedicated forum for planners and public health teams, and local partners to explore the best ways of creating healthier environments through planning policy and new development proposals.

To access the 'Building the Foundations: Tackling obesity through planning and development' full report please click [here](#).

For further information planning for health please contact

Gemma McKinnon on [gemmamckinnon@warwickshire.gov.uk](mailto:gemmamckinnon@warwickshire.gov.uk)



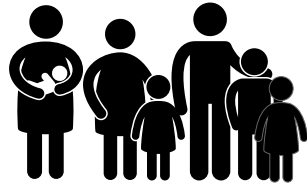
## Priority Families Programme

At June 2016 there were 1,066 families attached to the Priority Families Programme and 60 families had been 'turned around', achieving positive outcomes including improved attendance at school, reducing offending behaviour and anti-social behaviour and had made progress to work.

At the heart of the programme is the 'key worker' model that seeks an intensive approach underpinned by a plan that seeks to transform families through developing independence and resilience. Underpinning delivery is an evidence based approach that not only satisfies national requirements, but allows us to track and monitor families locally to ensure that we are delivering outcomes and achieving value for money.

The next steps for the programme will see lessons learnt applied from Year One of Phase Two and also

For more information please visit  
<http://www.warwickshire.gov.uk/priorityfamilies>



use the opportunity to harness the opportunities afforded by the creation of a new business unit 'Children and Families', which will allow for a genuine seamless pathway for children and families and also embed the programme within a transformed Early Help Service.

Work is also underway to work closely with the 0-5 Strategy, Child Poverty Strategy and seek a more local approach that recognises that the issues that our children and families face cannot be wholly divorced from the challenges that their communities face as a whole. Only then and through working with our partners will we seek the significant and sustained change in the lives of children and families in Warwickshire.

## CAMHS Transition Funds

Clinical Commissioning Groups across England have been awarded CAMHS Transformation Funds from NHSE following the publication of Future in Mind (DH 2015), a report setting out the recommendations for child and adolescent mental health services made by the Children and Young People's Mental Health Taskforce.

Across Coventry and Warwickshire these funds total £1.7m per year for five years. A Transformation Plan was developed by the three local CCGs which sets out seven priorities for this funding.

1. Community eating disorder service: to increase the scope of interventions available locally and reduce the need for in-patient stays for young people with eating disorders.
2. Specialist CAMHS waiting times: by investing in additional capacity to deliver interventions for those waiting for specialist CAMHS support.
3. ASD diagnostic waiting times: by investing in additional capacity to undertake autism

For more information please visit

<http://www.camhscovwarks.nhs.uk/Home> or contact [andrewsjurseth@warwickshire.gov.uk](mailto:andrewsjurseth@warwickshire.gov.uk)

assessments.

4. Acute liaison service: continuing to invest in a team providing assessment support to young people presenting at acute hospitals in Coventry and Warwickshire.
5. Vulnerable young people: focussing on those who are Children Looked After
6. Working with schools: to develop early intervention support
7. IT: to identify ways that technology can support child and young people's mental health support.

This funding comes at a time when the CAMHS provision across Warwickshire is being recommissioned following a comprehensive co-production process in 2015/16. The new child and young people's mental health service will be procured from September 2016 and will be transitioned in throughout 2017. The new service will focus on prevention, early intervention, and providing systemic support alongside the family and other professionals in education, social care, health or the voluntary sector.

## Information Governance



One of the aims of the Better Together Programme is for health and social care to work much better together and integrate working practices where it makes sense. One of the key things we'll have to do to make this happen is to share information about the people we all provide care to.

Effective information sharing will help deliver the services that people expect from the health and care system, for example:

- Being able to access information about people's allergies or medications when they attend A&E
- A joint approach to assessment and planning so that people only have to tell their story once

For more information please visit <http://warwickshirecares.warwickshire.gov.uk/july-2016-Better-Together-Progress-to-date/working-together/article-2-information-governance>

- The ability to provide better care to those people who may be vulnerable or at risk

A working group, established under the Warwickshire Cares: Better Together programme, has been working on an Information Sharing Strategy designed to formalise a collaborative, constructive approach to the resolution of data exchange issues.

This strategy has now been approved by all partners and a Coventry and Warwickshire Information Sharing Advisory Group held its first meeting in June 2016. This group will be the first port of call for anyone undertaking a project or establishing a new way of working, they will be able to provide advice and guidance to share information safely, securely and efficiently.

## MASH

**STOP PRESS**

The Warwickshire Multi-Agency Safeguarding Hub (MASH) provides an integrated front door service for safeguarding referrals. The MASH is a secure environment where information is shared across agencies as appropriate in order for safeguarding concerns to be assessed by the agencies all working together. In addition joint risk analysis and decision making is completed which allows for a co-ordinated response being provided to vulnerable children and adults within Warwickshire.

Following a multi-agency implementation project the MASH is now live. Child Safeguarding referrals went live on 3rd May 2016 and Adult Safeguarding referrals go live on 1st September 2016. Children's Social Care, Warwickshire Police, National Probation Service, Access to Education, Early Help and Independent Domestic Abuse Advocate (IDVA) have come together as one team, supported by Single Points of Contact across many other agencies and organisations.

Through the sharing and triangulation of information across agencies the MASH has been able to identify areas of risk and ensure children at risk of harm are

protected and supported appropriately. The co-location of agencies in one place provides efficiencies in time and resources. The barriers to information sharing have been removed and agencies work together taking joint responsibility for decisions made regarding safeguarding concerns.

In addition there has been improved information, advice and signposting for citizens and professionals. Work has been successful in the establishment of robust early help pathways to and from the MASH to ensure children who do not require statutory intervention receive the support and advice they require.

Further information contact  
[Johncoleman@warwickshire.gov.uk](mailto:Johncoleman@warwickshire.gov.uk)



People in Warwickshire are safeguarded from harm, receiving the services they need, at the right time, effectively and efficiently.



## Improving Health through the commissioning of Physical Activity and Weight Management on Referral services

The Physical Activity on Referral, The Weight Management on Referral and Family Weight Management on Referral services were commissioned during 2015 and officially launched at a stakeholder event held in October 2015.

From 1st July 2015 to 31st March 2016, 1173 referrals were made to the services by GP's, other health and social care professionals, hospital departments, Warwickshire Wellbeing Hubs and pharmacists. All of the people referred have demonstrated health improvements over a 12 week period as follows: increased physical activity levels; increased consumption of fruit and vegetables; improved mental wellbeing; achieved a healthier weight; reduced feelings of loneliness and isolation.

Feedback from service users includes:

- "I have lost a lot of weight - 3 stone in 15 weeks"
- "I am no longer short of breath and I do feel bit more confident in myself"
- "Before I joined I was severely hypertensive, but since I have started with weight management my Blood Pressure has come down dramatically - I am now nearly back within a normal range!"
- "I've felt amazing, my energy levels have soared. My fitness levels have increased. I used to struggle walking and going up and down the stairs now it's so much easier."
- "My frame of mind is better as well as my food intake"

Service redesign is in progress with stakeholders and will be integrated with Fitter Futures Warwickshire.

For more information please contact [franpoole@warwickshire.gov.uk](mailto:franpoole@warwickshire.gov.uk)  
[www.fitterfutureswarwickshire.co.uk](http://www.fitterfutureswarwickshire.co.uk)

## Coventry and Warwickshire Regulators' Joint Partnership Event – Friday 13th November 2015

The annual event provides an opportunity to reflect on progress made over the last 12 months across joint initiatives, to share best practice and also to learn about the roles of the different departments and how they contribute to improving the health of the population.

In November 2015, a joint workshop between Warwickshire and Coventry was held to examine the initiatives Regulatory Services and Public Health are making progress with together.

The main focuses of the day included Environmental Health Mapping, Child Sexual Exploitation (CSE) and Cybercrime. The aim of the day was to explore how these topics incorporated with attendee work programs and how we can integrate our responsibilities.

Around 100 representatives from Public Health, Planning, Licensing,

Organisers for this year's event will be Nadia Inglis and Rachel Hawthorne – [nadiainglis@warwickshire.gov.uk](mailto:nadiainglis@warwickshire.gov.uk) and [rachelhawthorne@warwickshire.gov.uk](mailto:rachelhawthorne@warwickshire.gov.uk).



Environmental Health, Transport, Trading Standards, Community Safety, Warwickshire Police and Housing attended and were involved on the day.

Throughout the day, colleagues were given an opportunity to work together to share methods of best practice, signpost to each other's areas of expertise and learn about topics which may be new to them.

Follow this link for a video summary of the day: [www.youtube.com/watch?v=wCBOn7MCM9s](https://www.youtube.com/watch?v=wCBOn7MCM9s)

The event will return in October 2016 to review progress from last year's event and to bring new subjects of focus to the table.

## Warwickshire North Health and Wellbeing Partnership

Warwickshire North Health and Wellbeing Partnership was formally established in 2012 to ensure local delivery of the Countywide Health and Wellbeing Strategy.

The group meets bi-monthly and comprises elected members and officers from Nuneaton and Bedworth and North Warwickshire Borough Council's, NHS Warwickshire North Clinical Commissioning Group and Warwickshire County Council.

Using the JSNA to identify and prioritise the needs of the North Warwickshire population, in 2012 the partnership agreed its local Strategy and vision for 2012-15. This was then updated and refreshed in 2015 following a review of the JSNA priorities.

The strategy outlines not only the needs and vision for Warwickshire North population but translates this into local, practical action delivered in partnership within priority communities. The Partnership is supported by a governance structure to deliver the work programme and outcome measures to monitor progress.

For more information please contact Rachel Robinson, Consultant in Public Health, Population and Place - [rachelrobinson@warwickshire.gov.uk](mailto:rachelrobinson@warwickshire.gov.uk)

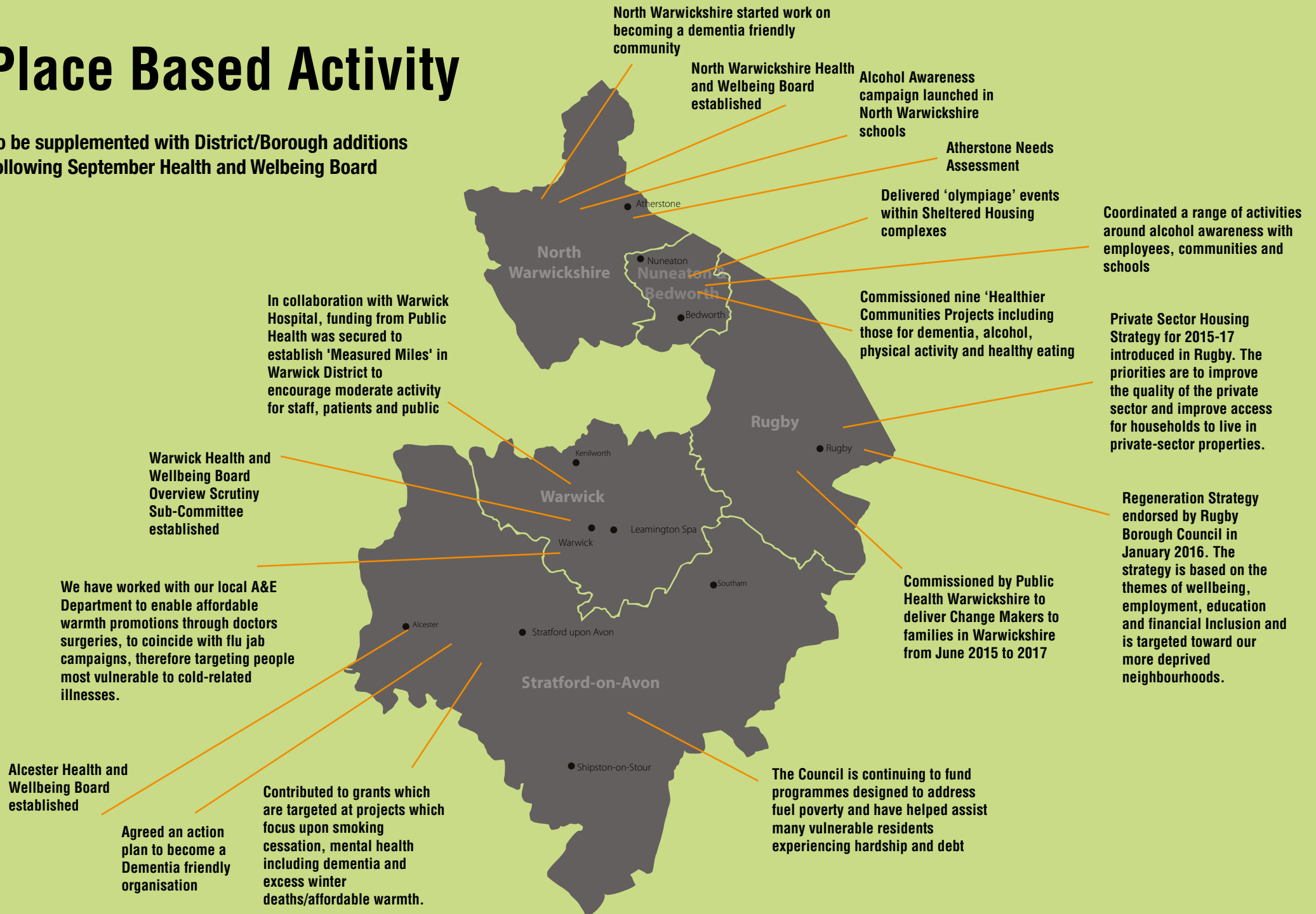
Over the past 12 months the group has undertaken a targeted programme of work which has included delivery of:

- The #onething pilot to raise awareness of CVD amongst the population
- Work collaboratively on event planning, asset mapping and social prescribing to maximise resource and reduce duplication
- Support the delivery locally of dementia friends and Making Every Contact Count training
- The launch of the dementia friendly community pilot which has begun in Atherstone has been rolled out across NWBC. Resources are being sought to extend the programme across Nuneaton and Bedworth, building on the work begun in Bulkington

The group are currently updating the strategy through a series of workshops designed to refocus on the partnership's role in relation to health and wellbeing, the value added by joining up on issues where there is a local need, and the local and national context.

# Place Based Activity

To be supplemented with District/Borough additions following September Health and Wellbeing Board



# What's next for Health & Wellbeing in Warwickshire

The importance of delivering effective integration across Health & Wellbeing systems is growing as we respond to fundamental shift in demand, funding and delivery models.

Over the next year it is anticipated that that as demand continues to grow and resources become even more stretched, the role that the Health & Wellbeing Board play will become even more critical.

It will also see us agree the Sustainability Transformation Plans (STPs) for Coventry & Warwickshire, further integrating our Health service.

We have anticipated this and in April 2016, the Board and executive came together for a two day Integration Summit. One of the key products of this was the Coventry & Warwickshire Alliance Concordat.

This lays the foundation for the way we will work together and marks a step change in the level of integration and innovation that we will pursue.

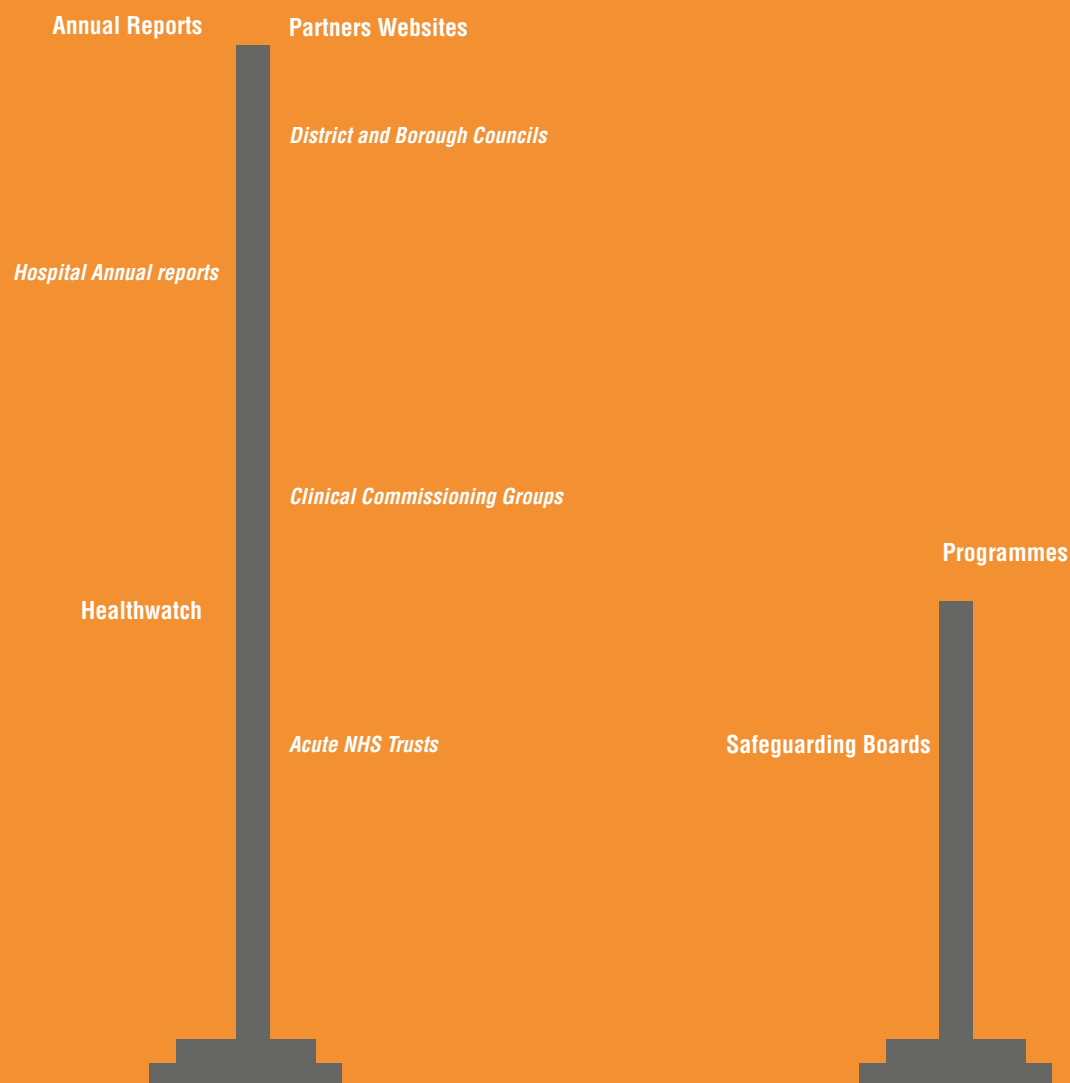
## Coventry & Warwickshire Alliance Concordat

- We will be bold, brave and challenging in the service of the people of Coventry and Warwickshire.
- We will align, share and pool resources, budgets and accountabilities where it improves outcomes for the public.
- We will focus on benefits to the public as a whole rather than organisational interests.
- We will take decisions that we know will impact on other parts of the system, only after we have talked to each other.
- We will streamline system governance The to enable decisions to be taken at scale and pace.
- We will design a system that is easy for everyone to understand and use

*Approved in principle by Coventry and Warwickshire Health and Wellbeing Boards in Summer 2016*

# Signposting

The Health & Wellbeing Strategy reaches across the Health & Wellbeing system and draws upon the work and effort of multiple organisations, agencies and individuals. It both informs and is influenced by the work of these organisations. As such this report provides only a highlight of the true level of activity within the system. It is therefore really important that this report signposts readers to the greater detail and effort that is delivered through the wider network of partner organisations. This section is therefore designed to signpost readers to further information:



# The Board

## The Board's membership July 2016

Cllr Izzi Seccombe (Chair)	Warwickshire County Council
Cllr John Beaumont	Warwickshire County Council
Cllr Jose Compton	Warwickshire County Council
Cllr Les Caborn	Warwickshire County Council
Cllr Margaret Bell	North Warwickshire Borough Council
Cllr Barry Longden	Nuneaton & Bedworth Borough Council
Cllr Leigh Hunt	Rugby Borough Council
Cllr Stephen Gray	Stratford District Council
Cllr Moira-Ann Grainger	Warwick District Council
Dr Deryth Stevens	Warwickshire North CCG
Dr David Spraggett	South Warwickshire CCG
Dr Adrian Canale-Parola	Coventry & Rugby CCG
David Williams	NHS England
Phillip Robson	HealthWatch Warwickshire
Jagtar Singh	Coventry & Warwickshire Partnership Trust
Stuart Annan	George Eliot Hospital NHS Trust
Russell Hardy	South Warwickshire Foundation Trust
Andy Meehan	University Hospitals Coventry & Warwickshire
John Dixon	Warwickshire County Council
Dr John Linnane	Warwickshire County Council
Phillip Seccombe (or rep)	Police & Crime Commissioner

### Thanks also to former board members:

Cllr Neil Phillips,  
Cllr Derek Poole  
Ron Ball

# Further Information

**For further information about the Health & Wellbeing Board, see:**  
**<http://hwb.warwickshire.gov.uk/>**

*Including...*

Newsletters

Meeting papers

Information resources

Warwickshire's JSNA (Joint Strategic Needs Assessment)

Healthwatch Warwickshire

**If you would like this information in a different format, please contact Marketing and Communications on 01926 413727.**