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Portfolio:	Adult Social Care, Public Health and Voluntary Sector
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1. No key decisions have been made in the period since my last Policy & Scrutiny report dated 28 February 2023.

2. The following report includes my priorities and delivery progress to date:

Adult Social Care and Public Health

2.1 Ethical Care Charter

2.1.1 The UNISON Ethical Care Charter was introduced “to establish a minimum baseline for the safety, quality and dignity of care” by ensuring good conditions for people working in the homecare sector. The Charter comprises 11 criteria, set out in three stages:

- Stage 1 – focuses on the commissioning and scheduling of home visits.
- Stage 2 – relates to procedures, contracts, and training.
- Stage 3 – provides a link to London Living Wage and other conditions of employment including travel time.

2.1.2 A review group has been established comprising staff from Adult Social Care, Commissioning and Brokerage, as well as the Westminster UNISON Joint Branch Secretary and homecare agencies. Following a period of review the group has recommend that the Council is in a position to sign-up to the Charter. It has also noted that the ongoing improvement to commissioning of homecare and close contract management will further enhance compliance with the Charter.

2.1.3 A date is being identified in early May 2023 to sign the Charter with representatives from national Unison in attendance.

2.2 Learning Disability accommodation services and day services

- 2.2.1 A new framework contract for organisations providing housing care and support to residents with Learning Disabilities is due to go out to tender in May 2023. The design of this new framework incorporates engagement from local residents, agreement with landlords for ongoing use of properties, and input from the provider market.
- 2.2.2 The aim is to ensure consistent, high-quality accommodation and support, stable contractual arrangements for providers so that they can invest in staff and services with confidence, and the ability to include additional property into the framework in future as part of our ongoing work to increase local supply.
- 2.2.3 Our in-house teams continue to deliver excellent services for residents from the Lisson Grove and Droop Street Hubs. Recently, staff at the Droop Street Hub have worked closely with The Paddington Development Trust and the Mozart Community Champions Project to build on existing 'drop in' sessions offered to the community from the Beethoven Centre. These sessions have covered a range of themes ranging from leisure to friendships to health support.
- 2.2.4 The service has worked closely with the QEII School regarding transitions and establishing a rapport between the two settings. This work has resulted in students from QEII accessing sessions at the Droop Street Hub and Droop Street Hub service users accessing classes at the QEII School. The aim of this work is to raise awareness for students (and their families) as they approach the age for transitioning from Children's to Adult Services. As part of this collaboration staff have attended EHCP Plan reviews with students and their families to talk about adult services as an option for their child/looked after person.
- 2.2.5 The Droop Street service is also developing a community offer 'pilot' with the Queens Park Library. Our service users began to attend their weekly 'drop in' story book reading sessions at which the opportunity for a more accessible story book reading session was identified. The full pilot is due to launch in June of this year. If successful, the Queens Park Library would like to roll out Bag Books (multi-sensory story resource) as an accessible Story Telling session to other libraries within Westminster.

2.3 COVID-19 response review

- 2.3.1 An independent review of Westminster City Council's Pandemic response including the local uptake of COVID-19 vaccinations has been conducted by Professor Jill Manthorpe CBE.
- 2.3.2 The department is currently taking the report through due diligence and will confirm arrangements for presentation to scrutiny once complete.

2.4 Westminster and Kensington and Chelsea Health and Wellbeing Strategy – draft for consultation

2.4.1 An engagement process has taken place over the last 6-12 months to develop the Bi-borough Health and Wellbeing Strategy.

2.4.2 Supporting the vision are the outcomes that matter to people and what we are all working to achieve.

- Residents live longer and in a way that allows them to fulfil their lives.
- Residents have their mental wellbeing seen as important as their physical health.
- Residents live in communities that are healthy, safe and with good quality schools, housing and environment.
- Residents have access to good quality and fairer services that meets their needs.

2.4.3 The Strategy will be available in hard copy and an interactive online version as well as easy read. Following the Health and Wellbeing Board's approval on 30 March, the consultation will go live for eight weeks between April and June 2023 to form the final strategy. We welcome input and invitations to existing events to take comment on the strategy which we aim to launch in the summer.

2.5 Care Quality Commission Assurance

2.5.1 From April 2023, a new approach to regulation will be introduced as part of the Health and Care Act 2022. This framework will apply to providers, local authorities and integrated care systems and be undertaken by the Care Quality Commission (CQC) via a single assessment framework.

2.5.2 The framework is based on a set of quality statements that are arranged under topic areas and describe what good care looks like. It sets out clearly what people should expect a good service or system to look like; places people's experiences of care at the heart of their judgements; ensures that gathering and responding to feedback is central to expectations of providers, local authorities and integrated care systems.

2.5.3 The CQC envisage that it will take two years to gather baseline data from all local authorities, which can then be used to form the basis of the ongoing assessment.

2.5.4 An ASC Delivery Board has been established and is chaired by the Interim Director for Adult Social Care, to oversee preparations for future assurance activity by the CQC.

2.6 Mental Health programmes

2.6.1 The Department is actively working to deliver a mental health training offer, a digital platform and a community outreach campaign working with residents, voluntary sector, and NHS partners. These will supplement national resources with provision locally and stimulate a social movement in support of mental wellbeing.

2.7 Mental Health training offer

2.7.1 A new mental health training offer due for implementation in the Autumn will build awareness and capacity to promote mental wellbeing and respond to mental health issues across residents, statutory and voluntary sector services, and businesses across Westminster.

2.7.2 Suicide prevention training is currently available and expanding. Regional offers are already being amplified such as Thrive London Core Conversation, NHS Every Mind Matters and further training options are being reviewed with partners.

2.8 Mental Health digital platform

2.8.1 A user-friendly platform for all residents' mental health and wellbeing needs will be developed, sign posting them to local provision and support. This will be geared towards preventative interventions, encouraging people to seek support before reaching crisis point.

2.8.2 The implementation of the platform due in the Autumn 2023 is planned to be aligned with a training offer. Working closely with the Digital and Innovation department, a stakeholder needs assessment will be undertaken to help shape the platform to meet the needs of Westminster's communities and services.

2.8.3 The first service user engagement forum will be undertaken in April 2023.

2.9 Community Outreach Mental Health Drive

2.9.1 Public Health is currently working with governmental, voluntary sector organisations and NHS partners to amplify regional campaigns around mental wellbeing such as Good Thinking with Thrive London.

2.9.2 Local options are under development; including creation of community conversation via Open Dialogue with the NHS, through upskilling Westminster's Community Health Workers.

2.10 Gordon Hospital

- 2.10.1 In March 2020, CNWL temporarily closed The Gordon Hospital, which was the only in-patient psychiatric care service for Westminster residents in need of specialist mental health provision. The reason given for the temporary closure was because of COVID -19 related concerns.
- 2.10.2 Patients were dispersed to other out-of-borough hospitals, and some were discharged back into the community.
- 2.10.3 Consultation of the closure was expected in October 2022 but was pushed back by a year to October 2023, and then brought forward again to July 2023.
- 2.10.4 The closure of Gordon Hospital has resulted in no in-patient beds being available in the borough for Westminster residents, adding further pressure across the wider system. Care in the community is not the only solution for people in need for specialist care and there is always going to be a need for in-patient beds.

Voluntary Sector

2.11 Advice Services

- 2.11.1 All advice services are facing significant increases in demand due to the Cost of Living crisis, and additional funding has been provided to a range of advice services. The Westminster Advice Service partnership has been extended for an additional two years.

2.12 Westminster Connects

- 2.12.1 A number of changes have been made to improve the offer to volunteers. Monthly introduction sessions are held for volunteers, and have been established for English as an Additional Language (EAL) learners in WAES to create a pathway into volunteering. Bi-monthly online Feedback Forums will start in April to provide a regular route to provide feedback.
- 2.12.2 Volunteers through Westminster Connects have participated in a number of events, and upcoming events include the St George's Day parade, the Mini Marathon and Trooping the Colour. Following an agreement with the Metropolitan Police, Westminster Connects volunteers will be approached when volunteers are needed for large ceremonial events in the City.
- 2.12.3 The #Give16 staff volunteering programme offers a range of volunteering opportunities, including the Language Café, homework clubs, mentors and reading volunteers. A closer relationship with Night Stars has been formed.

2.13 Engagement and Consultation

2.13.1 A forward plan of forthcoming consultations has been developed through working with other departments, and a website is in development to centralise information on consultations.

2.14 Community Investment Strategy

2.14.1 The final external consultation session was held on 22 March with the BME Health Forum. The Strategy is expected to be published in early May, and a comms plan is in development.

2.15 Community Development

2.15.1 108 bids were received for the Community Priorities Programme, with applications received from across the City. Learning from this round will be used ahead of the next round in the autumn.

2.15.2 At the Fairer Westminster Delivery Plan event on 21 March, the Active Residents Register was also launched, and 35 residents have signed up to date. In addition, 24 members for the Resident Panels for the Community Priorities Programme have been recruited, reflecting the community.

2.15.3 The Community Leadership Programme, which will support people who want to be more involved in their community, is in development.

North Paddington Programme

2.16 Partnership Board

2.16.1 Following the successful launch of the North Paddington Partnership Board in February, the second meeting was held on 29 March, where the agenda included determining criteria for shortlisting of projects. The April meeting will focus on community engagement.

2.16.2 Works on the Maida Hill project are scheduled to commence in Autumn 2023, subject to community support in the final consultation in March/April 2023.

2.16.3 The Maida Hill Community Steering Group was established in March 2023, with the first session focused on listening to community views in the local area.