

EXECUTIVE SUMMARY

REPORT TO:	One Northern Devon Meeting
DATE:	11 th December 2017
AGENDA NO:	1.2
AGENDA ITEM:	Minutes of the Meeting held on 11 th December 2017
SPONSOR:	Alison Diamond, Chief Executive, NDHCT
PREPARED BY:	Kate Winter, PA to Chief Executive and Acting Director of Finance, NDHCT
PRESENTED BY:	Alison Diamond, Chief Executive, NDHCT

Purpose

The purpose of this paper is to present the notes of the ONE Northern Devon Meeting held on 11th December 2017

Decision	x
Approval	✓
Receive	x
Ratify	x

Supporting Information

The notes are attached

Controls and Assurance

The minutes of the meeting are considered by the ONE Devon Meeting for accuracy. Following discussion, amendments may be recorded as appropriate. The minutes are then formally approved.

NOTES OF THE ONE NORTHERN DEVON MEETING

Held in the Barum Room, Brynsworthy, Barnstaple at 9 am on Monday 11th December 2017

PRESENT:

Andrea Beacham (AB)
Hilary Burr
Alison Diamond (AD)
Jim Gale (JG)
David Hastie (DH)
Simon Jones (SJ)
Ali Lander
Jeremy Mann (JM)
Andrew Moore (AM)
Steve Seatherton (SS)
Jennie Stephens (JS)

Janet Williams
John Womersley (JW)
Jon Worsley (JWo)
Steve Boucher

APOLOGIES:

Toby Davies (TD)
Rod Donavon (RD)
Martin Dowdall (MD)
Jamie Hollis (JH)
Paul Keedwell (PK)
Hannah McDonald (HM)
Virginia Pearson (VP)

Rachel Raper (RR)
James Wright (JW)
Joanna Yelland

IN ATTENDANCE:

Angela Hibbard
Simon Chant
Kate Winter

Engagement Lead, NDHCT
Chief Officer, NDVS – *from 9.22 am*
Chief Executive, NDHCT – Chair
Devon and Cornwall Police
Local Risk Manager, Devon and Somerset Fire & Rescue Service
General Practitioner
Devon and Cornwall Police - *From 9.50 am*
North Devon District Council
Consultant Psychiatrist, One Ilfracombe
One Ilfracombe
Chief Officer for Adult Care and Health, Devon County Council – *from 9.27 am*
Torrige District Council
Chair of the Northern Locality Board-NEW Devon CCG
Group Commander, Devon and Somerset Fire & Rescue Service
SWAST

Devon and Cornwall Police Officer
Chair, One Ilfracombe
LIA Lead, NDHCT
Senior Solicitor, Torrige District Council
Director of Nursing, Devon Partnership Trust
Project Co-ordinator, One Ilfracombe
Chief Officer for Communities, Public Health, Environment and Prosperity, Devon County Council
Integr8 Wellbeing Centre
Head of Planned Care and Programmes, NEW Devon CCG

Deputy Chief Finance Officer, NEW Devon CCG
Consultant in Public Health - For Min 052/17
PA to CEO and Acting Director of Finance – for minutes

048/17 Apologies

The apologies were noted.

049/17 Opening Remarks

AD introduced Angela Hibbard to the meeting. AH is the Deputy Chief Finance Officer for NEW Devon CCG and was in attendance to see how systems are coming together in Northern Devon and to see how learning can be taken forward in other areas.

050/17 Minutes of the Meeting held on 3rd November 2017

The minutes of the meeting held 3rd November 2017 were agreed.

051/17 Matters Arising

Min No: 027/17, Revolving Door A&E Patients with Mental health Needs, Place of Safety

AD confirmed that she had sought clarity on places of safety from the CEO at DPT who confirmed that the North Devon place of safety is now open during office hours following refurbishment. Exeter place of safety also requires refurbishment which may pose issues in terms of capacity for a place of safety in Devon. The main places of safety are Plymouth (for children under 18 years of age) and Exeter (for over 18 years of age). Exeter currently has space for one person but wants to expand this to two. There is an issue in North Devon as there is no out of hours service and behaviours need to change as people are being taken to the acute hospital out of hours rather than being taken to Exeter.

AM reported that the psychiatric liaison team have met with the police and acute teams to discuss this issue. JW sought clarity on the number of people requiring a place of safety in North Devon and it was noted that the numbers would not warrant a 24/7 service. JG reported on incidents of people being taken to A&E out of hours when there is no space in Exeter rather than detain them under 136. It was considered that if people are brought to A&E then appropriate support needs to be provided to them in the busy environment and AM confirmed that a rapid response liaison team is on site for the majority of time within a 24 hour period. A meeting is due to be held on the 15th January which will discuss early intervention and improved communication between the police and mental health protection advisor. JG reported on the scope of the place of safety which is due to become much broader and the options which had been included in the business case (previously circulated).

AD referred to the Mental Health Crisis Concordat action plan which AM considered will fall into operational work. AD sought assurance that what is being done is having maximum

benefit.

(Hilary Burr arrived 9.22 am)

JG considered that the focus needs to be on intervention to prevent people from reaching crisis point. AD sought clarity on where discussions were taking place as the changes to legislation impacted on a number of organisations. AM understood that the Mental Health Steering Group was leading the work and he had reasonable assurance that there was capacity to meet demand and that there is a process to monitor this.

(Jennie Stephens arrived at 9.27 am)

It was recognised that it would be difficult to identify and monitor the cohort of patients who self-present to A&E. AD advised that if the hospital is a place of safety, response times need to be adequate to ensure that there is no impact to NDHT's constitutional targets. AM agreed to confirm to AD who chairs the Mental Health Operational Group so contact can be made regarding response times. JG also agreed to obtain an update for the next meeting.

**AM
AD
JG**

AD asked AM to outline changes to the Section 136 of the Mental Health Act which were noted as:

- Section 136 powers may be exercised anywhere other than a private dwelling;
- It is unlawful to use the police station as a place of safety for anyone under 18 years of age;
- A police station can only be used as a place of safety for adults in specific circumstances;
- The maximum detention period has reduced to 24 hours (from 72 hours) unless a doctors certificate confirms that an extension of up to 12 hours is necessary;
- Before exercising section 136, police officers, where practical must consult a health professional;
- Where section 135 has been executed a person may be kept at their home for the purposes of an assessment; and
- A new search power will enable police to search people (subject to section 135 or 136) for protective purposes.

Minute No: 033/17, Public Health Needs, Hosing Provisions

JM reported that the Business Case for Selective Licensing will be made public in early 2018. It was noted that there had been some discontent in the local area at the provisions being put in place and there was concern that this could impact on the council's provision of emergency housing. AD asked whether support could be provided from One Northern Devon and JM welcomed support to the consultation document which is due to be published in quarter 4/early quarter 1. JM outlined the level of regulatory activity being carried out in Ilfracombe and explained that NDC currently has a requirement to provide temporary accommodation for

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30-40 households which is challenging budgets. JM welcomed support for the consultation from the group.

DH referred to high risk cases of housing provision which had been identified and asked whether information is being shared with the fire service. JW also asked whether there were safeguarding issues that need to be addressed. JM explained that although he was unable to share information of individuals information is shared as appropriate. It was agreed that the Homelessness Reduction Act will be included on the next agenda. **JM**

JS sought clarity on issues of safeguarding and it was clarified that it is about vulnerable people not vulnerable people at risk of abuse.

Min No: 036/17, Any Other Business, IT and Information Sharing

JG reminded the group of previous discussions relating to changes in the Data Protection Act due in 2018 where the police will be required to list information sharing agreements. It is expected that the new legislation will be published in March 2018 for implementation in May 2018. The ICO has published guidance including the requirement to have explicit subject permission before sharing data.

SJ considered there to be a common theme with organisations not having joined up IT systems and felt that if there were joined IT systems it would enable better collaboration between organisations. SJ considered that this should be a top priority. AD outlined the IT Digital Roadmap for Devon and Cornwall and the practicalities in terms of interoperability. AD explained that every health IT system has to have the option of inter-operability with other systems.

JW advised that from a CCG perspective there will be a refresh and there have been discussions to assess whether every GP practice should be using the same IT system – from a health point of view this is being progressed. JW considered there to be huge gains in having shared IT and although it would initially cost, it would achieve savings and many other benefits over time. AD referred to access to different systems which has been provided within the acute setting. JG referred to the police and psychiatric liaison IT systems which are running side by side.

JG considered that the appetite to share information will be important but highlighted that any fines will be extortionate therefore the risk of getting this wrong will have a financial impact. JG also referred to information being shared with trading standards. JW suggested mapping out who can talk to who and the effectiveness of this – this could be a good project with a positive outcome. JW agreed to make further enquiries in terms of the IT Digital Roadmap and report back to the next meeting. **JW**

(Ali Lander arrived at 9.51 am).

052/17 Risk Stratification Tool Developed Around ICE

Simon Chant (Consultant in Public Health at Devon County Council) was welcomed to the meeting. SC gave a comprehensive presentation on work that had been undertaken in Exeter and advised that this will now be taken forward Devon wide as a project through the STP. Key aspects of the presentation included:

- Guiding principles - using public health sources to identify who is high risk to direct people to the appropriate services.
- The model - four main elements which include – frailty based risk stratification, mosaic analysis, pathway costing / linked data and health needs mapping. This is also about linking data across all services to enable you to assess categories in different areas.
- Electronic frailty index (EFI) - available across GP systems and enables the identification of increasing health need
- Frailty pyramid – work undertaken in Exeter highlights that frailty does not just relate to the elderly. The tool enables you to identify when interventions need to be put in place to prevent severe frailty.
- Frailty maps - the percentage of frailty within an area will also be dependent on deprivation, housing conditions and proximity to services.
- Frailty principle findings - the findings highlight frailty as being the highest predictor in terms of cost to the system.
- Pathway costing - the average cost to the system per person depending on level of frailty and the number of long term conditions they have can range from £333 to £5458.
- Mental health – it is recognised that high level frailty is also associated with depression.
- Next steps - a task and finish group has been implemented to roll out the work Devon wide and develop a common approach.

AD welcomed questions.

AM was surprised that there were no mental health deficits included in the data. SC explained that the model is one of many and triangulation will start to bring in data. When the project is scaled out it will be important to collaborate with DPT.

SJ advised that the model was supported from a North Devon perspective. SC explained that the main challenge is communication of the model and flexibility of how it can be developed in

different areas.

SC considered that more work was required to identify what is available for the frailty group when identified. AD referred to Devon Life Chances funding which will be a conduit to providing support following the communities conference. Communities will need to assess their requirements, scope their community assets and identify how they can use the local environments for social prescription.

SC referred to the STP Frailty and Intervention Group and suggested that as the model develops, outcomes should be compared with those areas that have had intervention.

HB referred to the database of community groups held by NDVS and suggested that in terms of social prescribing they need to have something to prescribe. AD suggested looking at community assets.

AM referred to the potential benefits of the model and asked whether there is any evidence on the frailty profile being extended which could be more costly to the system. SC suggested that the model is looking to slow any progression. AM agreed that clinically the model is the right thing to do but asked whether it will realistically save money to the system. SC did not consider that this could be identified until the gap is quantified across the system and interventions are tested and monitored over a period of time. JS considered that the model will give the ability to redesign and be more adaptable.

JM welcomed the data as is would enable NDC to shape housing policies.

SC suggested that the information be used to develop what works for North Devon. AD suggested that the key issues of populations will vary in each area. It was suggested that there was a danger of increasing social inequality in some areas as more affluent areas are often better at submitting bids for funding – as a system in North Devon this will enable social inequalities in areas to be identified.

AD advised that there will be more understanding in January as to how this will be implemented throughout the STP.

053/17 Developing the One Northern Devon Vision and Principles

AB presented progress on developing the One Northern Devon Vision and Principles.

AB outlined the purpose of One Northern Devon which had been agreed at the meeting held in June. The purpose was identified to fill the needs under system co-ordination, supporting communities and TP local delivery.

The Group were asked to consider what difference will be made to residents and each other in 5 years' time? A number of suggestions were made in terms of what we do, how we do it and principles we work to. The group made a number of further comments and suggestions as follows:

What We Do

- Amend first bullet to read:- we are creating an overview of the whole system of services for our residents wellbeing and understand the impact on each other's services.
- JW suggested that the group needs to 'improve the outcomes of the residents'.
- SJ was keen to include frailty and loneliness KPIs with targets.
- Agreed that third bullet should be removed.
- JS agreed that frailty should be included as it is the largest predictor. JW suggested **AB** that a KPI could focus on lessening the frailty.
- AD considered there should be focus on what is right for the community and building sustainability for the community.
- AM suggested focussing on identified measures and include the widespread effect.
- JS suggested amending 4th bullet to read:- we focus on the needs of our population, particularly on those that are multi-factorial and affect our more vulnerable residents.

How We Do It

- 1st Bullet - JS sought clarity on 'wider deterrents'.
- Agreed that all 'how we do it' bullets be included in the heading of 'what we do'.
- Final bullet, amend to read:- we support our communities, supporting joined up local systems to develop responses to entrenched problems.
- JW suggested including a statement that we aim to empower communities to be more empowered and self-reliant – enable and empower independence.
- JM sought clarity on the outcomes of the group as people not on this group need to understand the outcomes. JM suggested defining difference that will be seen within a defined period of time. AD supported JM's view to have an outcome of what the group does with a commitment to make a difference. **AB**
- SJ felt that visions are repeated and reiterated that he was keen to have KPIs to measure the success and outcomes.

- AM felt that the group should measure what residents will find valuable.
- JS suggested that an engagement tool was required with the public.
- AD suggested a consistent approach when dealing with organisations.
- AB suggested including a statement on translating the wider Devon policies and aims into a local place and explain how this translates into the local community.
- It was agreed that Statement of Purpose should be used going forward rather than vision.

Principles We Work To

- Amend 1st bullet to read:- We engage our citizens in our plans to ensure they will bring value and deliver what matters.
- Agreed that 2nd bullet should be removed. **AB**

It was agreed that AB will present a Statement of Purpose to the next meeting. **AB**

054/17 Update on Council Housing Policy / Homelessness Act

JM tabled a paper on what you need to know about the Homelessness Reduction Act 2017 and advised that legislation comes into effect in April 2018.

JM outlined the duties placed on housing authorities to assess the wider needs of the population in addition to the housing needs e.g care needs and medical needs in terms of preventing homelessness. This is a fundamental change and is hugely challenging for authorities.

JM referred to the prevention duty in cases of threatened homelessness. The Act will require the authority to provide a Homelessness Prevention Officer to everyone which will dramatically increase demand, specifically around single households. It is likely that NDC will see a 20% increase in demand. It was recognised that the new Act will impact on many of the organisations at One Northern Devon and it was therefore important to collaborate.

JS outlined DCCs responsibility to house individuals from care placements.

AB asked whether NDC has capacity to manage the changes. JM advised that the government has made two new sources of funding available but it is imperative to put an infrastructure and new services in place to take the requirements forward from April 2018. JM explained that NDC has had to compromise opportunities to address this due to other competing priority issues.

AD asked JM to present a framework back to the next meeting to explain how it will be implemented. JM confirmed that he had discussed the requirement of assessments Ian Hobbs (DCC). It was recognised that the concepts are good but they require collaboration **JM**

and resourcing.

AD suggested that a similar update was required from Torrige District council and JW referred to a paper presented to the CCG Committee.

JM explained that the strategy will be to support people as quick as possible to avoid escalation of their case and avoid additional costs to other organisations. The aim is to help people quickly and efficiently in one go without the need for further escalation.

JM suggested that both NDC and Torrige report back to the next meeting for wider debate. **AB**

055/17 Communities Conference - Debrief

AB sought views on the next steps. If the view is for another conference planning would need to start as soon as possible.

AB sought feedback on what had worked well and what could work better.

AD suggested practical improvements that would be required such as a larger screen to enable the whole audience to view slides.

AB considered that the conference had covered too much and next time the agenda will be narrowed down.

HB felt that it was important to show the variety of models which communities can progress.

AB advised that all presentations and contact details will be circulated with a short series of questions asking for feedback. Overall feedback to date supported holding another event. AB asked the group whether they wanted to do this and what the purpose would be.

AM suggested three or four smaller meetings and AB suggested meeting each area to discuss what they have done.

JW suggested having a FAQ / help page which people could populate and suggested that a roadshow be held with each town. AD suggested more consideration to the rural areas.

SJ was keen to approach councillors to get them more engaged in the One agenda. AD explained that ownership has to be within each footprint and has to be a bottom up agenda. SJ explained that he wanted to emphasise to the council the importance placed on this work.

After further discussion, AB agreed to circulate feedback from the conference to canvass views at the next meeting on whether a second conference should be held or a series of **AB**

roadshows. In the meantime a venue and date will be tentatively secured.

HB highlighted that NDVS is able to provide free funding advice to communities.

It was agreed that the draft conference notes should also be circulated to attendees.

056/17 Any Other Business

One Barnstaple

SJ sought support from the Group to approach Barnstaple Town Council prior to the next meeting with the proposal to roll out aspects of One Ilfracombe in Barnstaple. AD confirmed that each town has to take the concept forward in their individual areas and One Northern Devon is able to provide support. SJ agreed to approach Barnstaple Town Council with support from Devon and Cornwall Police (AL or TD), NDVS (HB) and One Ilfracombe (HMCD).

057/17 Date of Next Meeting

2018 – All meetings to be held in Chichester House Boardroom, NDDH

- Friday 2nd February @ 1pm
- Wednesday 14th March @ 2 pm
- Friday 27th April @ 9 am
- Friday 8th June @ 1 pm
- Wednesday 18th July @ 9 am
- Friday 31st August @ 9 am
- Wednesday 10th October @ 9 am
- Friday 23rd November @ 1 pm

ONE NORTHERN DEVON ACTION GRID AS AT 3RD NOVEMBER 2017

		Action	Comments	Lead	Outcome	
22 June 2017						
16	016/17	Public Health Suicide Prevention Work	Update to be brought to future meeting on what is being done locally in the Community Safety Partnership with regard to suicide prevention.	Aug 17 – it was noted that suicides in North Devon are above national and local targets. The community partnership have assessed that the greatest risks in North Devon are road safety and suicide. TD confirmed that front line staff are receiving training and handing out suicide prevention packs to people at risk. TD suggested a sign posting campaign where people can find support and agreed to liaise with the Health and Well Being Board to take a lead on this. RD referred to the community connector role in Ilfracombe which can direct people to support. Nov 17 – TD had met with Nicola Glassbrook who outlined work of the Devon Suicide Prevention Group. TD has agreed to encourage a campaign to promote support available for those at risk. NG will lead through DCC and a launch event will be held. NG is also due to attend OSC. The CSP has a suicide prevention plan and looking at issues with safehouses – Integr8 and Clarity have indicated they wish to support this work. It was agreed that NG should be invited to provide a further update in February 18 .	TD	Ongoing

		Action	Comments	Lead	Outcome	
14th August 2017						
26	027/17	Revolving Door A&E Patients with Mental Health Needs	Assess action being taken across the STP in terms of Place of Safety and provide an update to the next meeting	<p>Nov 17 – changes to dealing with 136 detainees were noted. Those under the age of 18 cannot be detailed in cells and cells will be a last resort for adults as support will be required from healthcare professionals. It was agreed that the business case for the place of safety will need to be amended to reflect the changes. AM agreed to obtain the latest version of the business case. There was concern that A&E attendances will increase as an alternative to the place of safety. AD agreed to make contact with PK to seek clarity in light of changes to 136 and to escalate to the Place of Safety Lead. AD agreed to draft a letter and circulate to the Group. TD referred to national guidance which indicates a 50 mile radius for place of safety and felt that consideration should be given to those areas not within the 50 mile radius.</p> <p>Dec 17 – a comprehensive discussion was captured in the minutes.</p> <p>AM agreed to confirm to AD the contact details of the Chair of the mental health Group.</p> <p>AD to contact Chair of Mental Health Group re: response times in A&E.</p> <p>JG agreed to provide a further update on the changes to the Act to the next meeting</p>	<p>JS Paul Keedwell/AM AD</p> <p>AM</p> <p>AD</p> <p>JG</p>	Ongoing

			Action	Comments	Lead	Outcome
27	027/17	Revolving Door A&E Patients with Mental Health Needs	Circulate urgent care pathway business case	December 17 – noted that this had been circulated to the group.	JG	Closed
11th September – Workshop						
33	033/17	Public Health Needs	Andrea Beacham to work with Jeremy Mann and One Ilfracombe to collate the data relating to housing provision in Ilfracombe and bring back to next meeting	<p>Nov 17 – JM had met with council representatives to discuss housing needs in Ilfracombe and a housing policy has been endorsed for Ilfracombe. AM referred to an increasing number of referrals from outside of the area for individuals with mental health needs and was advised that this could be controlled through licensing. JM explained that when individuals are placed out of the district it places a financial burden on other organisations. AD sought clarity on timeframes for the implementation of licensing for private rentals and noted that JM was working collaboratively to develop an evidence base and agreed to share the timescales of introduction with the group.</p> <p>December 17 – a comprehensive discussion was captured in the minutes. It was agreed that the Homelessness Reduction act will be scheduled for the next meeting. Confirmed that: Trudy Robinson, Housing Services Manager and Sarah Bentley, Service Lead, Housing Advice and Homelessness will give a presentation.</p>	JM	Closed

			Action	Comments	Lead	Outcome
34	034/17	Public Health Resource	Tracey Polak to provide more detail around some of the areas of high need and interventions that have evidence of success in particular alcohol, diabetes, self-harm and suicide.	Nov 17 – AB agreed to follow up the action	TP/AB	Ongoing
37	036/17	AOB	Include IT and Information Sharing on future agenda's	Nov 17 – AB explained that IT and information sharing will support the vision of ONE Northern Devon. JG agreed to provide an update on information sharing, specifically changes to legislation being implemented in 2018 and the requirement to have subject permission to share data. December 17 – a comprehensive discussion was captured in the minutes. JW agreed to make further enquiries in terms of the Digital Roadmap to confirm who can share information with who and report back to the next meeting.	JG JW	
3rd November 2017						
38	043/17	Communities Conference	Promote conference being held on 30 th November at Parish Forum and take invitations	December 17 – this had been actioned	TD/HB	Closed
39	043/17	Communities Conference	Take conference invitations to Area Advisory Meeting with Parish Councillors	December 17 – this had been actioned	TD	Closed
40	043/17	Communities Conference	Invite Suzanne Hill (GP) to conference	December 17 – this had been actioned	AB	Closed
41	043/17	Communities Conference	Circulate to the Group the Kings Fund 10 Steps to Place Based Care	December 17 – this had been actioned	AB	Closed

			Action	Comments	Lead	Outcome
42	043/17	Communities Conference	Conference agenda to include needs and perceptions of the population including loneliness and fear of crime amongst elderly	December 17 – this had been actioned	AB	Closed
43	043/17	Communities Conference	Extend conference invitation to local politicians, youth leaders, petroc, local PSOs, community nurses	December 17 – this had been actioned	AB	Closed
44	043/17	Communities Conference	Consider the format of an interactive session at the conference	December 17 – this had been actioned	ALL	Closed
45	043/17	Communities Conference	Update conference agenda and circulate to the Group	December 17 – this had been actioned	AB	Closed
11th December 2017						
46	053/17	Developing Vision and Principles	Make the agreed amendments to the Statement of Purpose and present back to the next meeting		AB	Ongoing
47	054/17	Update on Hosing Policy / Homelessness Act	NDC and Torrige District Council to report back to next meeting	December 17 – covered under action 33	AB/JM	Closed
48	055/17	Communities Conference – Debrief	Circulate conference feedback to canvass views on whether a second event should be held		AB	Ongoing
49	055/17	Communities Conference – Debrief	Tentatively secure date and venue for a second event		AB	Ongoing
50	055/17	Communities Conference – Debrief	Circulate draft conference notes to attendees with presentations		KW	Ongoing