

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 3 rd November 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 3rd November 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.

NOTED OF THE ONE NORTHERN DEVON WORKSHOP

Held in Chichester House Boardroom at North Devon District Hospital at 1pm on 3rd November 2017

PRESENT:

Andrea Beacham (AB)	Engagement Lead, NDHCT
Hilary Burr	Chief Officer, NDVS
Toby Davies (TD)	Devon and Cornwall Police Officer
Alison Diamond (AD)	Chief Executive, NDHCT – Chair - <i>from</i>
Jim Gale (JG)	Devon and Cornwall Police
Jamie Hollis (JH)	Senior Solicitor, Torrige District Council
Simon Jones (SJ)	General Practitioner
Jeremy Mann (JM)	North Devon District Council
Andrew Moore (AM)	Consultant Psychiatrist, One Ilfracombe
Steve Seatheron (SS)	One Ilfracombe
Jennie Stephens (JS)	Chief Officer for Adult Care and Health, Devon County Council
Janet Williams	One Bideford / Torrige District Council
John Womersley (JW)	Chair of the Northern Locality Board-NEW Devon CCG
Jon Worsley (JWo)	Group Commander, Devon and Somerset Fire & Rescue Service

APOLOGIES:

Rod Donavon (RD)	Chair, One Ilfracombe
Martin Dowdall (MD)	LIA Lead, NDHCT
David Hastie (DH)	Local Risk Manager, Devon and Somerset Fire & Rescue Service
Paul Keedwell (PK)	Director of Nursing, Devon Partnership Trust
Hannah McDonald (HM)	Project Co-ordinator, One Ilfracombe
Virginia Pearson (VP)	Chief Officer for Communities, Public Health, Environment and Prosperity, Devon County Council
Rachel Raper (RR)	Integr8 Wellbeing Centre
James Wright (JW)	Head of Planned Care and Programmes, NEW Devon CCG

IN ATTENDANCE:

Kate Winter	PA to CEO and Acting Director of Finance – for minutes
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039/17 Apologies

The apologies were noted.

040/17 Minutes of the Previous Meeting

The minutes of the meetings held on 4th August and 11th September 2017 were agreed.

041/17 Matters Arising

The action grid was reviewed and updated.

042/17 Developing the One Northern Devon Vision and Principles

AD considered that the Group were now having coherent discussions on what is right for Northern Devon and asked the members to assess what it is aspiring to and the added value of the meeting as this will enable a vision and principles to be developed.

The Group were asked to consider why it was important to meet. AD suggested that the meeting was representing the Northern Devon population and providing support to vulnerable areas.

JW suggested that the work of public health (Tracey Polak) e.g diabetes and alcohol should set the agenda for One Northern Devon as this will result in the right direction of travel for the Group.

JH suggested that it would be beneficial to incorporate the Torrige area as it will be beneficial if there is an overview of the smaller projects.

JG considered that due to the geographical and strategic nature of North Devon it is beneficial for the relevant Groups to come together. JG suggested that a user forum could ask the public questions to enable users to identify what they want from their statutory partners. JW agreed that it would be useful. AB suggested it is more productive to produce something based on population need and then go to the public and ask how this could best be delivered.

AD considered that the Group added value and enables individual agencies to be involved in

discussions that they would not normally have had involvement in e.g housing. It was noted that previously there has been no joint forum where different organisations could work together and gain support.

AM considered that the population of North Devon will want to see services working together in a co-ordinated cohesive way.

HB felt that the public would want services to work for them and the more joined up organisations are, the more this can be achieved.

SJ sought clarity on how the Group can continue to develop in light of external influences such as the STP Strategy refresh which is not in the public domain. It was noted that the Accountable Care System is in its infancy and will be health and social care focussed however it was considered that there will always be a requirement for a strategic discussion in each area. AM suggested that this should form part of the Group's vision to have joined up services.

SJ sought views on whether the Group, made up of mainly provider organisations, should benchmark its aims but AD considered that the Group needs to measure how its responses will materially change at a point in time. SJ highlighted that there will be challenge in future years for the Group to demonstrate how it has impacted positively on data and considered that this would provide evidence that all organisations have the same goals.

AD referred to the suicide prevention work that HB has undertaken with Petes Dragon and considered that if they had a greater presence at the One Northern Devon meeting the outcomes could be measurable in terms of support received by relatives.

TD considered that there was value in the One Northern Devon Group as many meetings are Devon wide rather than having a Northern Devon focus. TD suggested having a less formal meeting and establishing broad principles to enable all organisations to work together. AD clarified that the Group is working informally as there are no governance arrangements.

AD sought views on how success could be measured in future. AM considered that the Group is enabling services to work better together. JW suggested providing an overarching strategy for Northern Devon and considered how areas of success can be measured e.g reducing suicide rates. The Group is a blend of strategy and delivery and it was suggested that there should therefore be two parts to the agenda. JW referred to self-regulation which

will become a large issue and may affect how the Group evolves.

AD asked whether there are opportunities to use the local environment and whether the Group can reinforce the benefits of using it e.g social prescribing, however JW highlighted difficulties in accessing many areas. JW suggested offering health advice through other routes e.g walks and cycle paths. AB suggested that One Northern Devon should review crisis points, population needs, how communities can respond earlier and how One Northern Devon organisations can support those responses.

TD felt that the Group was capturing information not captured in other forums but there needed to be caution not to duplicate with other meetings. AM suggested that the meeting should promote wellbeing. JM advised that the Health and Wellbeing Board does not include interventions with an expectation that those at the meeting understand data and come up with interventions through their relevant areas.

SJ referred to specific targets such as loneliness and considered that this is the sort of topic that could be focussed on by the Group to measure benefits. SJ considered that the Group needed to be proactive with a 5 year vision rather than be reactive.

JS sought clarity on whether the Group focussed on strategic delivery or vulnerable groups or both. JS referred to a health and social care model in Manchester which outlines what they are trying to achieve over the next 10 years as the population changes. The model highlights the importance of all organisations working together.

SS referred to support that the various One Groups may require and explained how One Northern Devon acted as a sounding board to enable One Ilfracombe to deliver what matters.

AB suggested that in terms of engagement the Group should indicate that it is aware of the problems e.g population accessing public services and that the Group has a vision that will resolve these issues. HB asked for the vision to be clear that it includes the voluntary sector as well as the public sector. AD confirmed that the One Northern Devon Group discusses public and voluntary services provided to the population of Northern Devon with a focus on health and wellbeing.

AD suggested revisiting the discussion after the community conference on 30th November prior to engaging with the public. TD considered that this Group is also well placed to tell the public what the issues are in North Devon.

043/17 Communities Conference

AB presented the proposed format of the community conference being held on 30th November and sought further suggestions.

AB also explained the purpose of the conference which is to develop local placed based systems and sought views on whether this was the Groups perceptions.

AB suggested that there may be challenge to the fact that One Ilfracombe received funding and the conference will need to explain that funding was provided as One Ilfracombe was a pioneer to develop the template for other areas to evidence what works. AD suggested considering how to include areas that are broader than the One towns and AB confirmed that parishes had been invited to the conference.

To date 27 people have confirmed their attendance at the conference and the Group discussed how the conference can be promoted further. TD agreed to raise the conference at a forthcoming parish forum and HB agreed to take invites to the forum. AB sought clarity on who should be invited and AD considered that all attendees need to be a leader for their relevant organisations.

TD/HB

TD was due to attend an area advisory meeting with parish councillors and agreed to take conference invites. SJ asked for Suzanne Hill to be invited (GP at Caen street) to the conference as she has set up a placed based group.

TD
AB

SJ referred to a similar conference which he had organised two years ago which had not been very effective as placed based care was only just starting. SJ suggested exploring why the conference on 30th November may not work to ensure that it does work e.g don't get hung up on strategic areas and focus on quicker delivery and pre-empt the conference before it takes place. AD suggested considering the unique selling points of the placed based approach e.g what is the added benefit of the community coming together with common purpose versus status quo and continuing as normal.

AM considered that there is pressure nationally to integrate services and SS agreed that there has to be focus on resolving issues jointly with partners.

AB referred to the Kings Fund 10 Steps to a Placed Based System and suggested that the benefits of joint system working be outlined at the conference. TD asked AB to recirculate the 10 Steps to the Placed Based System.

AB

JW considered that the benefits to having One Northern Devon needs to be articulated at the conference. It was suggested that there was a risk that some attendees may have a political motive for attending the event.

JS referred to loneliness and the fear of crime amongst the elderly population and referred to national data which indicates that the position has deteriorated in Devon. It was agreed that this will be included on the agenda after the welcome and introduction as part of outlining the needs and perceptions of the population. AD advised that the conference will need to have a clear message and not be sighted by political needs but by what the community and population needs.

AB

JM referred to sensitivity required in providing community needs data to local politicians e.g homelessness data. If data is presented it needs to have an explanation that it is at a point in time.

JS suggested inviting the Chair of the Health and Wellbeing Board and local MPs although it needs to be clear that they will be invited as part of their local leader role and not their political role. After further discussion it was agreed that invitations should be extended to youth leaders, education representation e.g Petroc and local operational staff such as local PSOs and community nurses.

AB

In terms of what One Northern Devon has done so far, it was agreed that the slides presented to the last meeting by Tracey Polak should be utilised.

AB sought views on the draft agenda. JS JS suggested holding an active session on what has already happened in communities as part of the break. AM was concerned that there would not be enough focus on what has been achieved to date and SS suggested presenting videos. The Group were asked to consider the format of an interactive session.

ALL

AB referred to the table discussion and asked for members of the Group to join attendee tables to help them consider what already works well in their community and agree two questions to put to the panel members. Panel members will be asked to outline why their organisation is in support of the place based approach.

Each table will be provided with local data and the 10 Kings Fund Steps and suggestions of what they can do in the next few months to get started. A further conference will be offered in 3 to 6 months to discuss progress.

JM felt that the support of Town Councils is required although they have not yet confirmed their attendance. The conference also needs to reflect that North Devon is great place to live to inspire people to take forward.

AB agreed to update agenda based on the above comments and circulate to the Group.

AB

044/17 Highlights from Community Systems Work

One Ilfracombe

SS reported on the forthcoming retirement of the Town Clerk. An advertisement has been placed for a replacement but there may be some impact to work in the interim. Work continues on Mindful Community Big Lottery application, the Home from Hospital pilot and promotion of place-based diabetes wellbeing clubs. The Community Connector has over achieved their target for the fourth year in a row – they have seen 225 clients this year and helped with over 400 issues.

Barnstaple

HB reported on the work of the Edge of Care meeting. The meeting is trying to identify people before they require intervention from statutory services and exploring what is happening to people resulting in them being referred to those services and staying in those systems. The meeting continues to try and identify how to get to these people and has been tasked with tracking journeys to identify what has been successful and what are the shortfalls. JM felt that there is sometimes a mistaken view of individual resilience and the challenge is to influence behaviour and the behaviour of the community so that they are more supportive and less reliant on statutory services. It was felt that the population needs to be inspired to take actions and feel empowered. TD asked whether police representation was required at the Edge of Care meeting but it was considered it was not required at this stage.

Bideford

The Group noted that a bid for funding is being made for the provision of an outreach food van in Bideford and support was sought for food hygiene training of volunteers working in the van. Housing issues in Torrige continue to be discussed including a focus on fuel poverty and a grant scheme on eco flex to give eligible households access to free boilers and insulation grants.

045/17 STP Update

AD reported that work in all seven main project areas continues. A workshop on integrated care provided a summation of all work to date and will be presented back to CEOs. This will form a blue print which will look at the main components for integrated care. AD explained that this will not be prescriptive but about components and outcomes.

AD reported on the Collaborative Board which is looking at Accountable Care Systems and how they can be delivered. The challenge to deliver is about how hospitals work in a more confluent way with regard to medical staffing.

JW advised that Governing bodies are likely to merge so that there is a central commissioning

body. It was noted that some GPs are struggling and it will be recommend that practices work within a population of 30-50,000. How GPs work may change going forward and it was noted that a Barnstaple practice was no longer able to practice and the patients had been transferred to other Barnstaple practices. Overall there are significant workforce issues within GPs.

046/17 Any Other Business

Video

AD asked AB to circulate link to the King's Fund video – How does the NHS in England work

047/17 Date of Next Meeting

2017

- 11th December at 9 am – Barum Room, Brynsworthy

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
29 March 2017					
2	Min No 04/17	One Ilfracombe Presentation	Arrange a conference for those towns interested in the One Town Concept so that they can learn best practice	AB	Closed
5	Min No 05/17	One Northern Devon Template Collation	Review the template and forward all work from individual areas and business as usual which falls under the priorities of the STP to AB	ALL	Closed

			Action	Comments	Lead	Outcome
6	Min No 06/17	Summary of Meeting	Template to be amended to reflect strategic, operation and local priorities and projects. Template to include housing.	Jun 17 – AB advised that she had updated the spreadsheet where she had received information back from partners. Responses are still awaited from a number of partners. Nov 17 – linked to action above	AB/MD	Closed
9	Min No 06/17	Summary of Meeting	Seek representation from SWAST.	Jun 17 – AD advised that she had written to them regarding this but had not received a response as yet. She will follow up. Nov 17 – this had been followed up and OE correspondence continues to be circulated to SWAST	AD	Closed
12	Min No 06/17	Summary of Meeting	Make DWP aware of the Group and invite them to attend if they are able to.	Jun 17 – As for Action 10. Aug 17 – AB had made contact but no response had been received to date. Nov 17 – it was agreed that DWP should be invited to key meetings rather than all meetings as their remit covers a wider area than North Devon.	AB	Closed

22 June 2017

			Action	Comments	Lead	Outcome
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.	<p>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.</p> <p>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.</p>	TD	

			Action	Comments	Lead	Outcome
19	016/17	Public Health Suicide Prevention Work	NDVS will talk to Nicola Glassbrook about whether Pete's Dragon or an alternative group could be set up to support people in North Devon.	Aug 17 – HB has a meeting arranged and agreed to report back to the next meeting. Nov 17 – NDVS had met with NG	HB	Closed
14th August 2017						
23	025/17	Update on North Devon Council Housing Policy	Circulate links of information and organisations that can provide support with homelessness	Nov 17 – JM confirmed that this relates to the Homeless Act which comes into force in April 18. It was agreed that an update will be scheduled and provided to the next meeting	JM	Closed
24	025/17	Update on North Devon Council Housing Policy	Housing policies to be circulated to the One North Devon Group for comment	Nov 17 – JM confirmed that he had shared the policy with AB who agreed to share with the Group for comments to be sent direct to JM	JM	Closed

			Action	Comments	Lead	Outcome
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	Nov 17 – changes to dealing with 136 detainees were noted. Those under the age of 18 cannot be detained 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.	JS Paul Keedwell/AM /AD	
27	027/17	Revolving Door A&E Patients with Mental Health Needs	Circulate urgent care pathway business case		JG	
29	028/17	Developing a Northern Devon Overview	Circulate signed off STP mandates	Nov 17 – noted that mandates have been circulated but not yet placed on the hub.	AD	Closed
30	028/17	Developing a Northern Devon Overview	Circulate template of priorities which will be revisited	Nov 17 – actioned	AB	Closed

			Action	Comments	Lead	Outcome
31	028/17	Developing a Northern Devon Overview	Discuss NDHCT recruitment video with GPs and H&SC	Nov 17 – AD had discussed a recruitment video with GPs. Further work will be undertaken with primary care in November.	AD	Closed
11th September – Workshop						
32	033/17	Public Health Needs	Jeremy Mann to take the issue to the Devon Chief Executives Group and to report back.	Nov 17 – JM confirmed that he had made direct representation to a number of parties	JM	Closed
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	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.	JM	Ongoing
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

			Action	Comments	Lead	Outcome
36	035/17	Employment	Simon Jones to raise the offer of DWP having a greater interaction with GPs at the GP Forum.	Nov 17 – SJ confirmed that the DWP is due to meet with GP cluster leads and considered that there was opportunity for more collaboratively working.	SJ	Closed
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.	JG	
3rd November 2017						
38	043/17	Communities Conference	Promote conference being held on 30 th November at Parish Forum and take invitations		TD/HB	
	043/17	Communities Conference	Take conference invitations to Area Advisory Meeting with Parish Councillors		TD	
	043/17	Communities Conference	Invite Suzanne Hill (GP) to conference		AB	
	043/17	Communities Conference	Circulate to the Group the Kings Fund 10 Steps to Place Based Care		AB	
	043/17	Communities Conference	Conference agenda to include needs and perceptions of the population including loneliness and fear of crime amongst elderly		AB	
	043/17	Communities Conference	Extend conference invitation to local politicians, youth leaders, petroc, local PSOs, community nurses		AB	

		Action		Comments	Lead	Outcome
043/17	Communities Conference	Consider the format of an interactive session at the conference			ALL	
043/17	Communities Conference	Update conference agenda and circulate to the Group			AB	