



## **NTSP EXECUTIVE MEETING DATE:**

Wednesday 2 March 2016  
13:00 – 15:00  
(Teas & Coffees on arrival)

## **VENUE:**

Arc Royal Room, Customer First Centre,  
The Forum, Wallsend, NE28 8JR

# AGENDA

ITEM		LEAD	PAGE NUMBER
1.	Apologies and Welcome	Chair (5 mins)	-
2.	Minutes of the meeting of the NTSP Executive meeting held on 2 December 2015	Chair (5 mins)	3-6
3.	<b><u>Business</u></b>		
3.1	Safer North Tyneside Strategy Update (Presentation)	Cllr Burdis & Lindsey Ojomo (15 mins)	-
3.2	Syrian Refugee crisis (Verbal update)	Paul Hanson (15 minutes)	-
3.3	Our North Tyneside Plan	Craig Anderson (15 minutes)	7-9
3.4	Transforming Children's Services in North Tyneside (Presentation)	Jacqui Old (15 minutes)	-
3.5	State of the Area 2015 Feedback report	Jackie Laughton (15 minutes)	11-13
<b>Break (5 minutes)</b>			
3.4	Troubled Families Proof of Concept demonstration (Presentation)	Steve Caughey (20 minutes)	
3.5	SIGN App update (Presentation)	Ian McKee (10 minutes)	
<b><u>Theme Updates</u></b>			
3.5	Updates from <ul style="list-style-type: none"> <li>a) Health and Wellbeing</li> <li>b) Troubled Families Programme</li> <li>c) Safer North Tyneside</li> <li>d) Green North Tyneside</li> <li>e) Children's Board (Verbal)</li> </ul>	Theme Chairs (15 minutes)	15-32
5.	<b><u>Any Other Business</u></b>		



North Tyneside Strategic Partnership

**TYNESIDE STRATEGIC PARTNERSHIP EXECUTIVE**  
**TyneMet College, Battle Hill Drive, Wallsend, NE28 9NL**  
**Wednesday, 2 December 2015**

**Present:**

Norma Redfearn	(Chair) Elected Mayor, North Tyneside Council
Peter Hedley	(Deputy Chair) Business Forum
Patrick Melia	Chief Executive, North Tyneside Council
Bill McGawley	Chamber of Trade and Commerce
Mark Almond	North Tyneside Citizens Advice Bureaux
Graeme Hurst	District Manager, Tyne and Wear Fire and Rescue
Ian McKee	Chair, Green North Tyneside Partnership
Lisa Goodwin	Chief Executive, VODA
John Barnes	Northumbria Police
Mary Coyle	North Tyneside Clinical Commissioning Group
Ann-Marie Crozier	TyneMet College
Roger Layton	Joint Trade Union
Cllr Lesley Spillard	North Tyneside Council

**Also present:**

Jackie Laughton	Head of Corporate Strategy, NTC
Craig Anderson	Policy, Performance and Research Manager, NTC
Felicity Shoesmith	CVS Liaison Manager, NTC
Julia Mather	Policy, Performance and Research, NTC

**Apologies:**

Sandra Brydon	Job Centre Plus
Jon Vincent	Principal, TyneMet College
Anne Foreman	Policy, Performance and Research, NTC
C Supt Sharon Stavers	Northumbria Police

Item	Decision/Action	Who and When
1.	<p><b><u>Welcome, Introductions and Apologies</u></b></p> <p>Norma Redfearn welcomed everyone to the meeting and apologies were noted. Cllr Lesley Spillard, Chair of the Health and Wellbeing Board was welcomed to the Executive</p>	
2.1	<p><b><u>Minutes (23 September 2015) and Matters Arising</u></b></p> <p>The minutes were confirmed as a true record and there were no</p>	

	matters arising.	
<b>3.</b>	<b><u>Business</u></b>	
<b>3.1</b>	<p><b><u>Social Values Act</u></b></p> <p>Felicity Shoesmith and Lisa Goodwin gave an update on the Social Values Act.</p> <p>Cllr Spillard reported that the Social Values criteria had been used in the awarding of the Sexual Health contract. It was given a 10% weighting and the Social Values element does not undermine any part of the procurement contract.</p> <p>Providers have been engaging on this and come back with some positive feedback</p> <p>Following discussion, it was agreed that a briefing be taken to the Business Forum, as the Council will be adopting this as their policy in all contracts. Peter Hedley agreed to speak to Sandra Kershaw.</p> <p>It was reported that all members of the Health and Wellbeing Board also know about the policy to incorporate social values.</p> <p>The Executive agreed to move forward with next steps.</p>	<b>Peter Hedley</b>
<b>3.2</b>	<p><b><u>Community Led Local Development</u></b></p> <p>Felicity Shoesmith reported on this pot of European funding, aimed at helping people into employment.</p> <p>She reported on the next three stages to applying to the fund:</p> <ul style="list-style-type: none"> <li>• Form a Local Action Group</li> <li>• Agree a statutory process</li> <li>• Establish an accountable body</li> </ul> <p>The Executive members discussed whether the timescales felt right and how to ensure stakeholders remained engaged.</p> <p>The group highlighted issues around transport and people with disabilities and health issues, including mental health.</p> <p>The group accepted that this was not a bid for large amounts of funding, but elements can be used for match-funding. CLLD is an add-on to the larger pots.</p> <p>The group applauded the partnership working with neighbouring authorities in this application, and that the European Commission recognised the value in partnership working.</p>	

<p><b>3.3</b></p>	<p>The group acknowledged that the right people need to be on the Local Action Group, and there needs to be clear lines of accountability.</p> <p><u>Syrian Refugee Crisis</u></p> <p>Jackie Laughton reported that the group had held their first meeting, with another scheduled to take place on 9 December 2015. Meetings of the subgroup will be taking place quarterly at a minimum.</p> <p>Middlesbrough is the regional lead, and currently the earliest time North Tyneside can expect our first arrival is March 2016. We can expect any priority group, not just families.</p> <p>The subgroup is currently developing the North Tyneside offer of community response. Jackie reported that the subgroup has highlighted a need for Arabic speakers to aid with informal integration.</p> <p>Lisa Goodwin reported that VODA had community interpreters a few years ago, and she will look into this. The Islamic Centre in Whitley Bay was also suggested as a starting point.</p> <p>Safer North Tyneside have been awarded a grant of £10,000 that will be used to support a project that is aimed at myth busting, to take action to combat the negative images and scaremongering and encourage community cohesion.</p>	
<p><b>3.4</b></p>	<p><u>NTSP governance and refreshing the Our North Tyneside Plan update</u></p> <p>Craig Anderson reported to the Executive that briefings have taken place with several Boards, and feedback had been very positive, with valuable contributions.</p> <p>The role of the Foundation Trust was highlighted – a report will be brought to a future NTSP meeting of their proposed membership and work programme and of their high level priorities.</p>	
<p><b>3.5</b></p>	<p><u><b>Index of Multiple Deprivation 2015 (Presentation)</b></u></p> <p>The Executive accepted this presentation from Craig Anderson, which reaffirmed the difference being made in North Tyneside.</p> <p>Appreciation was expressed for all the agencies concerned.</p> <p>The group recognised the training needs in order to re-skill the community, and instil a belief in work.</p> <p>Focus will be on the areas we can make a difference in. Money needs to be targeted to the core of the problem.</p>	

<p>3.6</p>	<p>There is a project around Chirton and Riverside to look at the issues and get underneath them. It was agreed that more details of this project will be brought to a future meeting.</p> <p>It was highlighted that disabilities are now health and age related, rather than work-related.</p> <p>Plans to develop a North Tyneside Mental Health strategy are being taken forward</p> <p>Anne Marie Crozier reported that TyneMet is endorsing the Raising Aspirations of young people project, and is running activities to underpin this. This aims to counteract the negative views of the generation above.</p> <p><b><u>Briefing on the national Spending Review</u></b></p> <p>The members of the group echoed the feelings of uncertainty around the Spending review. Cuts to budgets across the board are being anticipated.</p>	<p><b>Craig Anderson</b></p>
<p>4.</p> <p>4.1</p>	<p><b><u>Theme Partnership Updates</u></b></p> <p><b>Exception Reports</b> – see theme chair reports in the meeting papers. These reports were accepted.</p> <p>It was reported that Jill Baker would be happy to attend a future meeting to take questions on the Troubled Families project. It was agreed to add this to a future Agenda.</p>	<p><b>Julia Mather/ Craig Anderson /Jill Baker</b></p>
<p>5.</p>	<p><b><u>Any Other Business</u></b></p> <p>Lisa Goodwin distributed leaflets regarding the Good Neighbours project. This will be sent out to members electronically too.</p> <p>Norma Redfearn took the opportunity to reflect on the achievements made by this group and its members. Norma expressed thanks to colleagues in Cabinet and to the officers who carry out work.</p> <p>She thanked the partners who have worked together to drive through the agreed agenda.</p>	<p><b>Julia Mather</b></p>
<p>6.</p>	<p><b><u>Date of Next Meeting</u></b></p> <ul style="list-style-type: none"> <li>Wednesday 2 March 2016, 1-3pm, Arc Royal Room, Customer First Centre, The Forum, Wallsend.</li> </ul>	



## North Tyneside Council

# Briefing

**To:** NTSP Executive

**Author:** Paul Hanson

**Cc:** Norma Redfearn, Elected Mayor  
Cllr John Harrison, Cabinet Member

**Date:** 5<sup>th</sup> January 2016

**Title of Briefing:** Community Response to delivering the Syrian Vulnerable Personal Relocation Scheme in North Tyneside

### Issue

1. North Tyneside is planning its response to the Syrian Refugee Crisis. This note provides you with an update because the initial response will have a focus on Wallsend and I know you have direct involvement with the Walking With Project.

### Background

2. You will be familiar with the background to the Syrian Refugee Crisis and the Government's commitment to support 20 000 refugees over the life time of the Parliament. The first refugees have arrived in the UK, a number of local authorities agreed to take people early and this has included people coming to stay in Gateshead and Newcastle.
3. In order to deliver a proper response in North Tyneside, the Mayor asked the North Tyneside Strategic Partnership to form a sub-group to create a genuinely community response. On their behalf I have been chairing that sub group and the remainder of this note explains what work has been done so far.

### Membership and Terms of Reference

4. The membership of the group and its Terms of Reference are at Annex A. You will see that a wide number of organisations have been keen to help. That has included
  - **The statutory sector;** the NHS, Northumbria Police and Tyne and Wear Fire and Rescue Service
  - **Registered Housing Providers;** including ISOS and Riverside Housing

- **Community and Voluntary Sector;** including Walking With, Salvation Army and CAB.

### **North Tyneside Offer**

5. The Group have worked together to establish a North Tyneside Offer across the range of services and support we believe newly arrived refugees will require. We have based our work on local experience, regional expertise and national guidance.
6. Having agreed a headline set of messages, enclosed at Annex B, the Group is working up a checklist and process from welcome to medium term support. At this stage the working assumptions are
  - North Tyneside will support up to 10 families over the lifetime of the Parliament
  - The Walking With Project based in Wallsend, will use their expertise to provide the first point of contact on behalf of the partnership; and
  - Early work will focus on the Wallsend area based on the location of Walking With and the experience of health services and the schools in the area.
7. The offer will be financed by Government at a cost of around £8600 per person. Refugees will arrive with full access to employment and the benefit system. DWP and the NHS are agreeing consistent national approaches to supporting the new arrivals.

### **Regional working**

8. You may also be aware there is a North East Migration Partnership. The Partnership is sharing best practice and representing the Region to the Home Office and the rest of Government. Martin Bewick in the Environment, Housing and Leisure Service is the Council's representative. Martin has been working with colleagues across the region to establish their approach and to learn from their practice; in particular we are paying attention to the early experience of colleagues in Gateshead and Newcastle.

### **Communication**

9. Given some of the sensitivities, the Group have agreed to keep this work at a low profile and not seek some of the coverage that has gone on elsewhere. At this stage offers of help have been referred to the Tyne and Wear voluntary organisations who work with refugees. Once we have a final approach we will connect residents who want to help with the organisations engaged in the partnership.

### **Next steps**

10. In practical terms the Group will meet again in February. We expect to receive our new arrivals in late March early April. We will provide wider briefing for Members as a follow up to our previous briefing as we confirm what is actually happening. For the moment, the Mayor and Cabinet Members simply wanted to

make sure that Ward Members were informed. The team and I are happy to provide any additional information we can.



## **North Tyneside Strategic Partnership - Syrian Refugee Crisis**

### Terms of Reference

Keep a close eye on the developing situation and sharing information from each of our organisations as we get it

Develop the North Tyneside Community Response

Co-ordinate that response and tailoring to individuals and families as they arrive in North Tyneside

Develop and enter into an information sharing agreement between all partners to ensure information sharing takes place in accordance with relevant legislation and guidance

Raise and resolve any issues within the Partnership or for Regional and National attention

Manage any emerging risks within the Partnership.

The Group will meet on a quarterly basis, more frequently if required and less regularly as the issue becomes part of the day job.

### Membership of Group

Paul Hanson, Deputy Chief Executive, NTC

Andrew Scott, Senior Client Manager, Revenues, Benefits & Customer Services, NTC

Felicity Shoesmith, CVS Liaison Manager, NTC

Martin Bewick, Strategic Housing Manager, NTC

Jacqueline Laughton, Head of Corporate Strategy, NTC

Julie Patton, Assistant to Deputy Chief Executive (Record Keeper), NTC

Carole Parkins, Walking With

Reverend Alex Faludy, Walking With

Gill Bedford, Salvation Army

Graeme Hurst, Tyne and Wear Fire Service  
Ian McKee, North Tyneside Coalition of Disabled People (NTCDP)  
Lisa Dodds, CCG  
Lisa Gardiner, Voda  
Robin Fry, Voda  
Mark Almond, Citizens Advice Bureau  
Mike Halsey, Key Enterprises  
Nicola Musgrove, Northumbria Police  
Sharon Stavers, Northumbria Police  
Peter Hedley, Business Forum  
Jane Gallagher, Isos Housing  
Liz Archer, Riverside Housing



North Tyneside Strategic Partnership

## **NORTH TYNESIDE STRATEGIC PARTNERSHIP**

### **North Tyneside Response: Syrian Refugee Crisis**

#### **Welcome to North Tyneside**

We are glad to have you join our community and hope you are very happy here. When we thought about helping, we thought about what we could offer from our community to help you live in North Tyneside.

#### **A safe, warm home**

We have a range of housing in North Tyneside. We aim to provide you with a safe, warm home near schools, health services, shops and public transport. We will help you understand your rights and responsibilities. How housing is paid for and what choices you have in the future.

#### **Health services for you and your family**

We have good doctors and hospitals near by. We will help you register with a Doctor and Dentist and make sure we have checked for any other health and care needs you and your family might have.

#### **Learning English**

We have organisations and teachers that are ready to help you and your family learn English.

#### **Good schools for your children and access to education and training for you and your family**

North Tyneside Schools are some of the best in the country. We have space to take in your children and teachers who are used to helping them learn English and learn in English.

We have a range of training and education opportunities which you and your family can take up. We will help you think about what is best for you.

#### **Immediate support on day to day things and getting used to life in England and North Tyneside**

We have groups of people who have volunteered to help you get used to life in England. They will support you on things like money and banking but also meeting new people and getting out and about.

#### **Making the most of your skills and finding work**

Finding work can be difficult sometimes but we have businesses and organisations who are ready to understand your skills and to help you and your family find work.

We know new people in our community bring expertise and make a valuable contribution to our economy.

In the short term we will help you with money to live and to help you claim benefits for your family while you are looking for work.

**Helping you practice your faith**

If you are a person of faith, we will help you practice that faith. We know you may be Muslim, Christian, Druze, Yazidi or Jewish. We have contacts with places of worship who want to support you.

**If it goes wrong and keeping you safe**

We hope you have a long and happy life in North Tyneside but there are people who are ready to help if it goes wrong and our Police Force is one of the best in the Country, who understand it can be difficult to trust the authorities and have ways to allow you to speak to them confidentially and informally.

Our Fire and Rescue Service is committed to creating the safest community by keeping people safe in their homes, offering advice and the fitting of free smoke detectors to all homes across the borough. Our fire stations are open to the community should you wish to discuss any fire safety matter directly with any of our highly trained personnel.

Welcome to North Tyneside.





**Title** Our North Tyneside plan 2016 - 2019

**Date** 2 March 2016

**Author** Policy, Performance and Research

## **1. Purpose**

This report provides an update to the NTSP Executive on the process to refresh the Our North Tyneside plan and seeks agreement from the NTSP Executive for the refreshed final plan, which will act as the strategy for the work of the NTSP.

## **2. Progress**

The Our North Tyneside plan was developed in 2013 and acts as both the Sustainable Community Strategy for the Borough and the Council Plan for North Tyneside Council.

Since 2013 significant progress has been made in delivering the objectives, including

- An increase in the number of businesses operating in North Tyneside. With investment from companies such as Utilitywise, Cofely, Perfect Image and Molekula, the number of businesses has increased to 4,838
- North Tyneside has continued to see a decline in the number of people claiming Job Seekers Allowance. There are 470 fewer people claiming Job Seekers Allowance compared to this time last year
- The number of people smoking in the Borough is reducing, which is positive because smoking is another major contributor to premature mortality. There has also been an increase in activities that will lead to a reduction in the health gap, such as the number of NHS Health Checks that are taking place in the most deprived communities
- The regeneration projects, such as the Swans Infrastructure project and the Whitley Bay Master Plan, are on track, with new roads and utilities completed in December 2015
- According to the latest data, there were over 5 million visitors to the Borough, which is an increase compared to the start of the Our North Tyneside plan

- Since the initiation of the Our North Tyneside plan, there has been an increase in the number of apprenticeships that have been started

### **3. Development**

In light of the progress that has been made, it was agreed in 2015 that it was an appropriate time to revisit the Our North Tyneside plan to ensure that it was remained fit for purpose.

It was also agreed that it would be an opportunity to reaffirm the role of The Our North Tyneside Plan as the document that sets out the overall vision for how the Council with partners will deliver an improved future for the Borough and its residents.

The revised plan has been shaped through consultation and engagement with residents, service users and key stakeholders through: the Big Community Conversation in the summer of this year; the Our North Tyneside Plan and Budget consultation from September 2015 to January 2016, feedback from the Residents Survey and also at the State of the Area event.

By listening to our residents and others, the Plan provides a clear framework for the NTSP. It provides the context for all financial decisions and the operational delivery of services both at Borough level but also increasingly as we work alongside other local authorities through the North East Combined Authority and with businesses through the North East Local Enterprise Partnership.

As well as reflecting what people are telling us they want, the Plan also takes into account the empirical evidence around need across the Borough. A key fact is that in North Tyneside, a baby born today in the most deprived part of the Borough will live 10 years less than a child born in the least deprived part. This inequality is visible throughout a residents life; from babies being born with low birth weight, the differences in educational attainment and employment through to the difference in the quality of health that people can expect in later life.

### **4. Our North Tyneside**

Following the feedback from the State of the Area debate, the strategic needs analysis and feedback from the engagement that took place during the summer, including the discussion that the NTSP Executive held in June, the final revised plan is detailed below

#### **Our People will:**

- Be listened to, and involved by responsive, enabling services.
- Be ready for school – giving our children and their families the best start in life.
- Be ready for work and life – with the skills and abilities to achieve their full potential, economic independence and meet the needs of local businesses

- Be healthy and well – with the information, skills and opportunities to maintain and improve their health, well-being and independence.
- Be cared for and safeguarded if they become vulnerable.

**Our Places will:**

- Be great places to live, and attract others to visit or work here.
- Offer a good choice of quality housing appropriate to need, including affordable homes.
- Provide a clean, green, healthy, attractive and safe environment.
- Have an effective transport and physical infrastructure - including our roads, cycle ways, pavements, street lighting, drainage and public transport.

**Our Economy will:**

- Grow by building on our strengths, including our existing world class companies, and small and growing enterprises.

Have the right skills and conditions to support investment, and create and sustain new good quality jobs and apprenticeships for working age.





North Tyneside Strategic Partnership

**Title** State of the Area Event 2015 – Event Report

**Date** 2 March 2016

**Author** Angela Gent, Marketing Officer

### **North Tyneside State of the Area Event 2015**

North Tyneside Council held its annual State of the Area event in October 2015, bringing together organisations from across the borough to discuss how they can work together to create a brighter future for residents.

Over 120 delegates representing more than 40 organisations attended the event, including Police, health partners, community and voluntary sector and business.

Over the day delegates were able to celebrate their successful collaboration over the last 12 months.

This includes:

- the creation of 4,205 new small businesses and major investment by firms such as Utilitywise and Greggs;
- increasing achievement with 61 percent of pupils achieving 5A\*-C grades at GCSE, including English and Maths;
- The lowest number of Job Seeker Allowance claimants in the North East.

And they focused on the specific challenges ahead for the borough and its residents including:

- There is an increasing demand for service from a growing population with a forecast three percent increase in 0-14 year olds, and a 62 percent increase in the over 65 age group by 2037.
- The borough has to areas that are within the most and least ten percent deprived areas in the country. This results in major differences in health and wellbeing. The gap is life expectancy between the most deprived and least deprived areas is 10.6 years for men and 9.7 years for women.

Elected Mayor, Norma Redfearn told the event: “Our focus is on enabling all residents to have a successful, health and safe future, no matter where they live in the borough.

“To do this we need to tackle the differences across the borough in people’s health, skills, qualifications and employment.

“The Council and its partners will continue to build upon the work already started to create a brighter future for our residents and will target our resources to enable people to participate in a successful borough and allowing them to benefit from a better quality of life and range of opportunities.”

### **Workshop A: People - Meeting the needs of a changing population**

This workshop considered our population – how this has changed over recent years and how it is projected to change in the future – and what the implications might be for services at a time of declining resources.

The session looked at the latest population data and trends, considering health and social care issues in particular.

#### **Action**

These proposals will be considered for inclusion into the Joint Strategic Needs Assessment.

### **Workshop B: Place - Building the North Tyneside of the future**

This workshop explored the idea of place and the components that make up our communities. Delegates considered the ways in which partners could work together to ensure North Tyneside remains a great place to live in future.

#### **Actions**

The outputs from this workshop will:

- be included in the research which shapes the Place Branding Strategy to be launched in 2016.
- be fed into the refresh of the Our North Tyneside plan.

### **Workshop C: Partners - Working together to tackle the challenges we face**

This workshop focused on working together to tackle the challenges we face. Led by Sergeant Dave Foy of Northumbria Police, the workshop explored creative ways we can work together to tackle some of the issues we face in the borough.

Learning was shared from the Whitley Bay Anti-Social Behaviour Task Force which highlighted how an innovative approach can produce ground-breaking results. The workshop began with a short interactive exercise to ask delegates:

#### **Actions**

- The NTSP Executive to consider further and implement through their work programme for 2016 and work of the theme partnership.

- Approach to be replicated in Chirton and Riverside project as detailed in Cabinet Report – Tackling Deprivation in North Tyneside (14<sup>th</sup> December 2015).

#### **Workshop D: Economy - Shaping the economy, creating jobs and building the right skills**

This workshop delivered an update on progress made in North Tyneside regarding job creation. It also explored the current jobs and skills gap and considered new joint approaches to address the issues raised.

#### **Action**

The outputs from this workshop will be fed into the Ready for Work and Life theme of the Creating a Brighter Future programme.

#### **Workshop E: Devolution - Devolving power, funding and responsibilities to meet the needs of our communities**

The workshop took the form of a high-level presentation on North East Combined Authority's Devolution Proposals available at the time.

The presentation included:

- An outline of the workings of the North East Combined Authority: its background; geography; structure; powers and areas of work.
- An overview of the North East Devolution Proposals, including reference to the Cities and Local Government Devolution Bill and the North East Strategic Economic Plan: More and Better Jobs.

#### **Action**

The issues/points raised will be taken forward in ongoing devolution discussions with Government and fed into the NECA work programme.



# REPORT

## Information

**To:** North Tyneside Strategic Partnership Executive

**Date:** 2 March 2016

**Author:** Michael Robson, Law & Governance

**Title of the Report:** Health & Wellbeing Board Update

### **1.0 Purpose of Report**

1.1 To provide the NTSP Executive with an update from the Health & Wellbeing Board.

### **2.0 Recommendation**

2.1 The NTSP Executive is asked to note the work of the Health & Wellbeing Board.

### **3.0 Information**

#### **Our North Tyneside Plan**

3.1 At its meeting in October 2015 the Health & Wellbeing Board (HWB) considered the draft Our North Tyneside Plan and proposed governance structures for partnership working in North Tyneside. The Board acknowledged that there should be greater clarity on the connections between each partnership, it agreed that the Board's future plans should be aligned to the aims of the Our North Tyneside Plan and it was suggested that the Chair of the Health & Wellbeing Board be appointed to the NTSP Executive. Consequently, Councillor Lesley Spillard now serves on the NTSP Executive and this report represents the first update from the HWB to the NTSP Executive.

#### **Aims and Priorities**

3.2 The HWB is a partnership of senior leaders who work together to ensure the borough's assets and resources are fully used to improve health and wellbeing of residents. This is achieved by:

- Focussing on outcomes
- Reducing health inequalities

- Reducing dependence, and
  - Promoting self care and resilience
- 3.3 The HWB has agreed that there are 3 themes it will focus on in 2015/16:
- Prevention and reducing demand – what keeps people out of formal care and support services.
  - Promoting good health and wellbeing and encouraging people to take responsibility for this.
  - Engagement and involvement - how the Board understands existing engagement opportunities and how it can strengthen its approach, making the Board, everyone's Board.

### **Action Days**

- 3.4 The HWB agreed to hold a number of action days to develop a deeper understanding of its priority areas and to agree where collective action was required.
- 3.5 The first such action day was held on 3 September 2015 when the focus had been on the impact of alcohol, the consequences of alcohol misuse and the range of preventative and specialist services available across the borough. The day had involved formal presentations from key speakers, visits to service providers and discussions to identify areas for action. At the conclusion of the day a number of areas for further action emerged and these were presented to the Board under three headings, prevention, adults and children. In order to take forward these actions a multi-agency partnership has been convened, under the leadership of the Acting Director of Public Health, to develop an action plan and this will be presented to the HWB in April.
- 3.6 The second action day was held on 1 December 2015 when Board members and other stakeholders had considered mental health and in particular, prevention, older people's mental health, urgent needs and why don't people access services? The HWB is to consider the outcomes from the day and work to develop an adults mental wellbeing strategy at its next meeting in April.
- 3.7 The third and final action day of the year is to be held on 3 March 2016 focussed on engagement and involvement.

### **Integration**

- 3.8 The HWB oversees the work of the newly established Health and Social Care Integration Programme Board (HSCIPB) and its four work streams that make up the Integration Programme (Self Care and Prevention, New Models of Care, Older People and Urgent Care). The latest progress reports from each of the work streams are available as part of the agenda papers for the HWB [here](#).

### **Health, Wellbeing and Social Care Commissioning Intentions 2016/17**

- 3.9 The Board were joined by Members of the Council's Adult Social Care, Health and Wellbeing Sub-Committee to consider the commissioning intentions in relation to health, social care and wellbeing for 2016/17. Representatives of the Council and the Clinical Commissioning Group (CCG) gave a presentation which outlined the financial picture for the CCG and the Council's care and wellbeing services. The Board were also provided with an overview of the priorities, budget and service changes planned for 2016/17, in relation to health services, children, young people and family services, adult social care and public health.

### **Joint Strategic Needs Assessment**

- 3.10 The HWB is responsible for the preparation of a Joint Strategic Needs Assessment (JSNA). The JSNA provides an analysis of the health needs of the population to inform and guide commissioning of health, well-being and social care services within the area. Work has been undertaken to refresh the JSNA and to establish a more sustainable approach to its maintenance. This will involve the production of more visual, web based material incorporating the use of infographics. A high level summary will be supported by sub sections based on the life course such as ready for school, ready for work and life and cared for, safeguarded and healthy.

### **Accountable Care Organisation**

- 3.11 The HWB has given consideration to the intention of the North Tyneside Clinical Commissioning Group to develop the concept of commissioning through an Accountable Care Organisation (ACO). The basic concept of the ACO is that a group of providers, including local foundation NHS trusts, will agree to take responsibility for all care for a given population for a defined period of time under a contractual arrangement with a commissioner.

### **Urgent care Review**

- 3.12 The HWB has received details of the ongoing consultation in relation to a new urgent care service. Urgent care is any form of medical attention needed quickly but not serious enough for a visit to hospital. The consultation is based on four possible scenarios:-
- a) A single North Tyneside Urgent Care Centre based at North Tyneside General Hospital (Rake Lane);
  - b) A single North Tyneside Urgent Care Centre based at Battle Hill;
  - c) A single North Tyneside Urgent Care Centre based at North Tyneside General Hospital (Rake Lane), supported by locality-based minor ailments services in the other three localities (Killingworth, Wallsend, Whitley Bay); and
  - d) A single North Tyneside Urgent Care Centre based at Battle Hill, supported by locality-based minor ailments services in the other three localities (Killingworth, North Shields, Whitley Bay).
- The public consultation period ended on 21 January 2016 and the Board will receive details of the outcome.

**Social Value**

- 3.13 The HWB has requested its partner statutory organisations to apply a social value policy in all procurement exercises. The intention is that the policy will provide a framework for commissioners to ensure that maximum social value is derived from all commissioning activity, including the procurement of goods and services. The HWB will monitor progress in terms of the adoption of this policy and receive updates on the added benefits gained for residents as a result of including social value priorities in all procurements.



North Tyneside Strategic Partnership

# REPORT

Information

**Title** Phase 2 Troubled Families programme – update

**Date** 17<sup>th</sup> February 2016

**Author** Jill Baker  
Senior Manager – Prevention, Early Intervention and Support Services

## 1. Purpose

This paper provides an update on the Troubled Families (TF) programme since the last update (December 2015) and poses some questions for NTSP members in respect of how they can help take the programme forward.

## 2. Background

The TF programme is a national payment by results initiative, charged with ‘turning around’ the lives of 420,000 families of which 1480 are in North Tyneside. Families must meet 2 out of six criteria to be included as well as being high cost to the public purse and/or who would benefit from whole family working i.e. everyone in the household, not just the child(ren). The 6 criteria are:

- School attendance / Exclusion
- Anti-social behaviour / Crime
- Worklessness / Financial Exclusion / Young person at risk of worklessness
- Domestic Violence
- Parents / children with a range of health problems
- Children who need help

The programme is also expected to contribute to ‘whole system change’ across the Council.

### 2.1 Overview

Since December 2015, there have been a number of developments which have impacted upon the TF work.

1. We have submitted our first claim for 10 families.
2. We have seen the IT system that has been developed.

3. Staff from 8 different departments / agencies have now received training in 'whole family working'.
4. We have developed a new approach to allocating families based on 'professional conversations'.
5. As a result of work undertaken in Autumn 215 we are now embarking on a fundamental redesign of many services to work in a whole family way, as part of integrated locality based teams.

### **3. Performance**

The target in North Tyneside is to work with 1480 families between 2025-2020. At the time of writing we have identified 711 families and are working with 284 of those ('working with' is defined as there being a named worker responsible for the family and a plan in place to address the issues they face).

### **4. Key Success and Achievements**

#### **4.1 Claim**

In January we claimed for our first 10 families. These are families where there has been 'significant and sustained' progress and which is evidenced by clear outcomes validated by audit.

The claim process is complex and we kept this first claim small whilst we 'tested' it out. We have learned a lot from it and this should lend to an increase in claims each time. Claims are made twice a year.

#### **4.2 Data Systems**

Each of the TF programme criteria has a number of indicators related to that criterion – there are 28 different indicators and families must meet at least 2 of them, under different criteria. The number of possible combinations is therefore enormous and we are still doing that manually – which is not sustainable! The pilot IT system draws data from a range of data sets in use and then – at the touch of a button – will tell us which indicators, which criteria, which family member. This will speed up the process of identification as well as reduce human error and also have the potential to be used to identify others who would benefit from, or require an intervention.

#### **4.3 Whole Family Working**

We are now working with:

Police	3 Commissioned Providers
Adult Social Care	Never2Late (Drugs and Alcohol)
Housing	Youth Offending Team

This involves training, support and access to a member of staff to help them embed this into their practise and their organisation. Each department / organisation is represented on the TF Operational or Strategic Group to ensure Managers understand their work too.

#### **4.4 Identifying and Allocating Families**

In Phase 1 of the TF programme we introduced 'multi-agency meetings' where all professionals who knew or were working with a family came together to share what they knew – but without the family present, initially some professionals felt uncomfortable about it but soon realised the benefit of doing this and this approach has now been recognised as both valid and appropriate (e.g. Leeds Ofsted Report 2015). As a result, the TF Operational Group has been meeting fortnightly to do just this and we are now developing the approach still further so it becomes common practice – 'professional conversations'.

#### **4.5 0-19 Review**

The TF approach of 'one worker, one plan, one family' has had a significant and positive impact on outcomes for children and families since its inception in 2013. As a result, work to look at the Borough's preventative and early intervention services started in 2014 when it became clear that interventions did not always lead to positive outcomes for children, young people and their families. Many families had several workers involved with them, which resulted in a duplication of effort and conflicting demands being placed upon families by professionals.

A formal review of North Tyneside's early intervention and prevention provision for children, young people and their families commenced in October 2015. The review was undertaken to:

- Improve outcomes for children and young people and reduce demand for more specialist services at a later date;
- address partner agencies' feedback on the current arrangements;
- develop a new delivery model in keeping with the Authority's 'Creating a Brighter Future' programme and Target Operating Model;
- maintain outcomes while managing significant reduction in budgets;
- inform the forthcoming refresh of the Prevention and Early Intervention Strategy in 2016

The review considered how prevention and early intervention could deliver sustainable improvements in health and wellbeing outcomes. It also focussed on the opportunities for preventing family breakdown, tackling the duplication of roles, addressing demand for high cost specialist services and safely reducing the number of children becoming looked after. This ensured the review was aligned with the entitlements set out by the Ready for School Board, the Ready for Work and Life Board and the Cared for Safeguarded and Healthy and Board.

11 different services were reviewed – 9 NTC services and 2 Northumbria Health Care Foundation Trust Services.

The prevention and early intervention review was also informed by an independent review of those children recently entering into care and the history of involvement with their families. The review, which was led by an external organisation, iMPower,

highlighted a series of issues that have implications for preventative and early intervention provision.

- North Tyneside's Looked After population is significantly higher than the England average and whilst it is lower than statistical neighbours. There has been a rise in the number of Looked After Children over the past three years, with an increased rate in the first half of 2015.
- Two key cohorts drive entry into care, these are children aged under 1 year and adolescents.
- Domestic violence was a key factor in children becoming looked after in 65% of the cases that were reviewed. Substance misuse was also a big factor playing a role in 59% of reviewed cases.
- The majority of North Tyneside's Looked After children come from Riverside, Howdon and Wallsend wards.
- The review found that just under half of the Looked After children cases examined could 'definitely' or 'possibly' have been prevented, through more effective early intervention and prevention provision. None of the looked after children reviewed had received an early help intervention before they entered care but were known to other agencies and were experiencing issues that required multi agency support.

The review showed that effective prevention and early intervention has an important role in preventing family breakdown and reducing the number of children becoming looked after within North Tyneside. However, it also found

- There is scope to improve joint working, align provision and reduce duplication.
- There is a lack of understanding of how to access early help provision and a lack of confidence in existing systems, which results in unnecessary referrals to social care. A high level of social care assessments do not actually lead to a social care intervention.
- Whilst there are lots of services involved with families, they rarely seek to tackle and prevent the underlying causes of family breakdown, such as domestic violence and substance misuse.
- With so many services working to build relationships with families, there is a risk that no single service is able to address the totality of issues that underpin the cycle of poor outcomes within a family.
- There are overlaps in some services, which might be creating unnecessary duplication of effort.
- Many services are reactive in targeting those families most at risk of poor outcomes.

- There is limited outreach to access those families who would benefit most from early support.
- The existing service delivery model encourages 'silo' working through individual team structures, which runs counter to the delivery of sustainable whole family solutions.
- North Tyneside's experience, through the Troubled Family programme and work of the Family Partners, is that working with the wider family can improve children and young people's outcomes, more effectively than the traditional approach of working with the child in isolation on a single issue basis, or where services are referred with little coordination.

As a result, we have embarked on fundamental redesign of our preventative and early intervention services to create integrated, locality based teams who share outcomes and who will work with whole families, allocating families at a regular meeting which allows them to share information and identify the best lead worker. At a future NTSP meeting we would welcome the opportunity to share the emerging model in more depth.

## **5. Challenges and Opportunities**

The claims process is complex and detailed but the requirement to demonstrate 'sustained and significant progress' for families enables us to focus those working with families on outcomes.

The redesign of services for all families with children and young people aged 0-19 is a major piece of work both practically and conceptually, requiring people to change how they think and work.

## **6. What Impact will the Actions in the Report have for North Tyneside?**

By helping families address all their issues this work contributes to:

- Improved school attendance
- Reduction in Anti Social Behaviour and Crime
- Reduction in Domestic Violence
- Improved health and wellbeing
- Reduction in worklessness and financial exclusion
- Improved interventions for children needing help
- Enabling more children to live safely at home

## **7. Please detail those who have been consulted in the production of the report**

0-19 Programme Board, TF Strategic and Operational Groups and relevant partners have all been involved in shaping the work outlined above.



**To:** NTSP Executive  
**Date:** 9<sup>th</sup> February 2016  
**Author:** Councillor Carole Burdis  
**Title of Report:** **Safer North Tyneside Partnership update**

### **1.0 Purpose of Report**

1.1 To provide NTSP Executive with an update from the Safer North Tyneside partnership.

### **2.0 Recommendations for the NTSP Executive/Themes**

2.1 NTSP Executive is asked to:

- i. Note the progress of Safer North Tyneside.

### **3.0 Information**

3.1 The last meeting of the Partnership was held on 27 January 2016.

- **Domestic Homicide Review Update**

There have been three Domestic Homicide Reviews to date in North Tyneside since legislation was introduced in 2011.

- **DHR 1**  
The DHR1 report and executive summary have now been published on the Council's website. This is now discharged.
- **DHR 2** was passed as 'adequate' by the Home Office quality assurance board with some recommendations. The amended report has been shared with the DHR Panel for sign off. The Chair of the Panel will be contacting the family to discuss the amendments and to discuss any issue that they may have around the publication of the report.

- **DHR 3** has now been signed off by the Safer North Tyneside Board and has been sent to the Home Office Quality Assurance Panel.

#### **4. 2015/16 Performance**

##### **4.1 Crime**

In the third quarter of 2015/16, recorded crime was 34% higher than in 2014/15 (764 more offences, from 2215 to 2979). This is due to a change in recording practices and similar increases have been seen across Northumbria. We remain the safest metropolitan borough in England with a 12 month crime rate of 46.226 per 1000 residents. We are also best performing in our Home Office group of 15 areas and remain second in Northumbria, after the largely rural Northumberland.

Results from the Safer Communities Survey show that perceptions of crime being a problem were very low at 4% and lower than the Northumbria average of 7%.

##### **4.2 Disorder**

ASB incidents have decreased by 21% (-530, from 2055 to 2025). This large decrease, compared to that of only 1% last year, can in part be explained by more incidents being recorded as violent crime rather than being classed as ASB; hence the increase in crime discussed above.

The Safer Communities Survey shows that perceptions of ASB being a problem were significantly lower than the Northumbria average (8% vs. 12%)

#### **5.0 Prevent Funding**

5.1 Under the new Prevent statutory duties that came in to force on 1 July, the Home Office have allocated £10,000 that the Council can bid for to assist with additional resource or costs that could be incurred.

5.2 In liaison with Felicity Shoesmith a bid has been developed to link in with community groups to help raise awareness and improve training in the Community and Voluntary sector. This has involved training provision for volunteers from VODA and a Community project called 'Walking With' which works with asylum seekers and refugees in North Tyneside.

#### **6.0 New Ways of Working**

6.1 At the January meeting of the SNT Board, a new way of working was proposed. This involves refreshing the Community Safety Strategy, but retaining the four key themes; Crime, Disorder, Offending and Community Concerns and Confidence.

6.2 The SNT Board discussed a report with five recommendations to improve the efficiency and work of the Partnership. These recommendations are:

- *To revise the Community Safety Strategy to more clearly identify actions, coordination and support activities;*
- *To disband the current Thematic Groups in favour of one ‘Theme Management Group’ which will gather senior officers together with an overall aim of collating information, identifying links and sharing information about current priorities, gaps and issues. This will largely replace the Policy and Performance Group;*
- *To better use the reach of the partnership to make links to wider initiatives which count towards the actions identified and target resources, campaigns and public information in a more timely way. We will use the Strategic Assessment in a more targeted way to identify trends and troubleshoot issues more effectively.*
- *To explore new ways of working with Adults and Children’s Safeguarding Teams, Public Health, Domestic Violence, Hate Crime, Youth Offending, Troubled Families and Resilience to identify what links there are to ongoing work and SNT priorities.*
- *We need to work more closely with community groups to consult on priorities, identify problems and solutions and promote what the SNT Partnership is doing.*

6.3 A workshop to include all council services and partners whose work contributes to the Partnership’s aims and objectives is the next step. This will take place before end of financial year so that an action plan can be drawn up and a Forward Plan so that the SNT Board can receive reports in a timely way.

6.4 It is anticipated that the revised Strategy will need to go through due process within North Tyneside Council and this will be scheduled in once the workshop has taken place and the SNT Board have provisionally agreed their priorities.

## **7.0 What impact will the recommended actions in this report have for North Tyneside?**

7.1 Ongoing delivery of the Community Safety Strategy Action Plan will contribute to keeping North Tyneside safe.

## **8.0 Issue(s) for discussion at the meeting**

8.1 There are no specific issues for discussion at this time.



**To:** NTSP Executive

**Date:** February 2016

**Author:** Ian McKee, Chair of the Green North Tyneside Partnership Board ☎ 0191 296 1437

**Title of Report:** Green North Tyneside Theme Partnership Update

## 1.0 Purpose of Report

To update the Executive on the Green North Tyneside Theme partnership achievements and challenges to date in delivering the Our North Tyneside Plan 2013-17 objectives.

## 2.0 Background

The Green North Tyneside Theme Partnership Board is made up of cross-sectoral representatives from across the members of the NTSP. Representatives from other organisations are involved in the delivery of projects through dedicated Task and Finish Groups.

The agreed focus of the Board is to work together to reduce carbon emissions throughout the borough.

## 3.0 Performance

The Green North Tyneside Theme Partnership objectives contribute to the delivery of the Our North Tyneside Plan outcome of, “**Our Places** will be places that people like living in and will attract others to either visit or live.”

It specifically contributes to the Our North Tyneside Plan objective of, “We will reduce the carbon footprint of our operations and will work with partners to reduce the Borough’s carbon footprint.”

Performance against the objective of reducing the Borough’s carbon footprint is measured using a national metric compiled by the Department of Energy and Climate Change (DECC). The last published data released in June 2015 shows an absolute reduction of carbon emissions in North Tyneside of 22%, from 1.393m tonnes to 1.080m tonnes.

In addition the GNT projects contribute directly to achieving the outcomes outlined in our Creating a Brighter Future Themes:

- Ready for School
- Cared For and Safeguarded
- A Great Place to Live Work and Visit

### **3.1 Key successes and achievements**

The last Chairs report outlined the detail of the following projects:-

- Whole House Innovation Programme;
- Carbon Offsetting and Carbon Capture Woodland;
- Power Rangers & Game Of Homes;
- Home Heating Heroes;
- Environmental App research; &
- Green Business Awards.

### **4.0 Challenges and Opportunities**

The Board agreed to fund the following projects in August 2015. The projects and their progress are outlined below:-

- **Whole House Innovation Project**

This project is based on retrofitting 25 homes with low cost energy efficiency products (Oxypods and Rad-fans).

The GNT project was used as a match contribution in a successful North Tyneside Council grant application to National Energy Action (NEA) which will retrofit 45 properties with a wider range of low carbon technologies (including those above).

Energy monitoring equipment supplied by NEA has been installed and the fitting of the low carbon technologies will be completed by March.

Tenant engagement and monitoring energy consumption will be carried out by National Energy Action. Monitoring reports will be provided to the GNT Board in 2016.

- **'Natural Technology' - Carbon offsetting and capture**

Planting native trees is a way to offset a carbon footprint and increase biodiversity. The project will enable 10,000 new trees to be planted in the Borough to create a GNT Carbon Capture Woodland.

North Tyneside Council Officers, in consultation with the NTC Environment Board, have identified Fenwick Pit Heap site as a preferred location which will see the establishment of the new woodland.

An outline design of the woodland has been completed and agreed and site drainage works will be completed by late summer. It is expected that

planting will commence in early November 2016.

- **Power Rangers**

This project is about developing and delivering carbon and energy reduction training in schools, community groups and third sector organisations.

Work to implement the project is on-going.

- **Home Heating Heroes**

This project delivered fuel poverty training to Emergency Services front line staff (NEA Patient Transfer / F&RS/ Police) and referred householders to a NTC support project (Safe and Healthy Homes). The GNT Board also provided the project with a small 'enabling fund' which was matched by NT Warm Zone. The enabling fund was created to support small scale work to help bigger schemes be completed i.e. to cover the costs of loft clearance (not funded through main stream grant) to install loft insulation.

This project was delivered on three month trial period and the GNT Board will be given an appraisal of the results at the March meeting.

- **Game of Homes**

Using 'gamification' and competition to reduce domestic energy consumption, fuel poverty and carbon emissions within households in North Tyneside.

The project is now in an assessment phase and the results will be reported to the GNT Board.

- **App research project**

Newcastle University PhD students will run a series of local focus groups with community representatives and young people to scope a low carbon app in terms of:

- Applications
- Content
- Design

The Students will then develop a procurement ready technical brief/ specification for GNT.

This project is being aligned with an existing piece of work which is being undertaken at Burnside College between the University and MITIE Group (facility Management Company).

- **Sponsorship of NT Business Green Business award**

This is a sponsorship project aligned to the annual NT Business Awards event. This sponsorship was agreed for 2015 and 2016.

**5.0 What impact will the actions in this report have for North Tyneside?**

Ongoing delivery of existing and proposed projects will continue to contribute to reducing the carbon emissions of the Borough.

The projects will work collectively to address carbon reduction and also fuel efficiency and help to reduce fuel poverty.

**6.0 Please detail those who have been consulted in the production of the report**

Members of the Board, including the Cabinet Member for Environment and relevant businesses and wider community organisations have been consulted on the projects outlined above.