



North Tyneside Council

Health and Wellbeing Board

1 March 2023

A meeting of the Health and Wellbeing Board will be held:-

on **Thursday, 9 March 2023**

at **10.00 am**

in **Room 0.02, Quadrant, The Silverlink North, Cobalt Business Park, NE27 0BY**

Agenda Item	Page(s)
1. Apologies for Absence To receive apologies for absence from the meeting.	
2. Appointment of Substitute Members To receive a report on the appointment of Substitute Members. Any Member of the Board who is unable to attend the meeting may appoint a substitute member. The Contact Officer must be notified prior to the commencement of the meeting.	
3. Declarations of Interest and Dispensations Voting Members of the Board are invited to declare any registerable and/or non-registerable interests in matters appearing on the agenda, and the nature of that interest. They are also invited to disclose any dispensation in relation to any registerable and/or non-registerable interests that have been granted in respect of any matters appearing on the agenda. Non voting members are invited to declare any conflicts of interest in matters appearing on the agenda and the nature of that interest.	

Members of the public are welcome to attend this meeting and receive information about it.

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For further information about the meeting please call (0191) 643 5359.

Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.

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| 4. | Minutes
To confirm the minutes of the previous meeting held on 10 November 2022. | 5 - 10 |
| 5. | Joint Local Health & Wellbeing Strategy - The Places and Communities We Live In and With
To consider progress made in delivering the ambitions and actions relating to the Places and Communities We Live In and With theme contained in the Joint Local Health & Wellbeing Strategy “Equally Well: A healthier, fairer future for North Tyneside 2021-25” and implementation plan. | 11 - 20 |
| 6. | Joint Local Health & Wellbeing Strategy - Maximising the Capabilities of Children, Young People and Adults
To consider progress made in delivering the ambitions and actions relating to the Maximising the Capabilities of Children, Young People and Adults theme contained in the Joint Local Health & Wellbeing Strategy “Equally Well: A healthier, fairer future for North Tyneside 2021-25” and implementation plan. | 21 - 36 |
| 7. | Healthwatch North Tyneside
To consider the trends in the feedback gathered by Healthwatch North Tyneside over the past 6 months. | 37 - 48 |

Members of the Health and Wellbeing Board:-

Councillor K Clark (Chair)

Councillor P Earley

Councillor J Kirwin

Councillor J O'Shea (Deputy Chair)

Councillor P Richardson

Wendy Burke, Director of Public Health

Julie Firth, Interim Director of Children's Services

Eleanor Binks, Interim Director of Adult Services

Jackie Laughton, Assistant Chief Executive

John Sparkes, Director of Regeneration and Economic Development

Peter Mennell, Director of Housing and Property Services

Lisa Cook, Assistant Director of Education, Employment and Skills

Anya Paradis, North East and North Cumbria Integrated Care Board

Mark Adams, North East and North Cumbria Integrated Care Board

Julia Charlton, Healthwatch North Tyneside

Paul Jones, Healthwatch North Tyneside

Christine Briggs, NHS England

Helen Steadman, Newcastle Hospitals NHS Foundation Trust

Birju Bartoli, Northumbria Healthcare NHS Foundation Trust

Chloe Mann, Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust

Kirstin Richardson, Wallsend Primary Care Network

Alex Kent, North Shields Primary Care Network

Richard Scott, Whitley Bay Primary Care Network

Kathryn Blomfield, North West Primary Care Network

Beverley Swan, TyneHealth

Craig Armstrong, North East Ambulance Service

Steven Thomas, Tyne & Wear Fire & Rescue Service

Claire Wheatley, Northumbria Police

Dawn McNally, Age UK North Tyneside

Geraint Morris, North of Tyne Pharmaceutical Committee

Cheryl Gavin, Voluntary and Community Sector Chief Officer Group

Dean Titterton, YMCA North Tyneside

Vacancy, Poverty Intervention Partnership Board

Vacancy, North Tyneside Business Forum

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Health and Wellbeing Board

Thursday, 10 November 2022

Present: Councillor J O'Shea (in the Chair)
Councillors P Earley, P Richardson and J Kirwin
W Burke, Director of Public Health
E Binks, Interim Director of Adult Services
A Paradis, North East and North Cumbria Integrated Care Board
J Charlton, Healthwatch North Tyneside
P Jones, Healthwatch North Tyneside
H Steadman, Newcastle Hospitals NHS Foundation Trust
B Bartoli, Northumbria Healthcare NHS Foundation Trust
C Mann, Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust
K Blomfield, North West Primary Care Network
C Lowther, Northumbria Police
D McNally, Age UK North Tyneside
G Morris, North of Tyne Pharmaceutical Committee
C Gavin, Voluntary and Community Sector Chief Officer Group

In attendance: J Laughton, L Gray, K McLanders and M Robson, North Tyneside Council
P Rooney, North East and North Cumbria Integrated Care Board

Apologies: Councillor K Clark
J Firth, Interim Director of Childrens Services
S Brown, Cumbria, Northumberland, Tyne & Wear NHS Trust
K Richardson, Wallsend Primary Care Network
A Kent, North Shields Primary Care Network
R Scott, Whitley Bay Primary Care Network
S Thomas, Tyne & Wear Fire & Rescue Service
D Titterton, YMCA North Tyneside
C Wheatley, Northumbria Police
M Hall, Northumbria Police

HW20/22 Appointment of Substitute Members

Pursuant to the Council's constitution the appointment of the following substitute members was reported:-

Colin Lowther for Mark Hall (Northumbria Police)
Chloe Mann for Sarah Brown (Cumbria, Northumberland, Tyne & Wear NHS Trust)

HW21/22 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations reported.

HW22/22 Minutes

Resolved that the minutes of the previous meeting held on 22 September 2022 be confirmed and signed by the Chair.

HW23/22 Healthy Weight Declaration

In September 2021 the Board had agreed to adopt the Healthy Weight Declaration. The Declaration was a strategic, system-wide commitment made across all council departments to promote healthy weight in local communities, to support people who wanted to lose weight and ultimately have an economic impact on health, social care and the local economy.

The Board had agreed to take a lead role, through the work of the Healthy Weight Alliance, in ensuring a whole systems approach to addressing the obesogenic environment and supporting individuals. Progress against the commitments contained within the Declaration and a broader action plan to reduce inequalities in weight and the food environment in North Tyneside was being overseen by the Healthy Weight Alliance and a further, more detailed report was to be presented to the Board at a future meeting.

The Board also agreed to support a joint approach with Northumbria Healthcare NHS Foundation Trust to provide strong systems leadership across North Tyneside and effective partnership working in view of the complexities of tackling obesity. It was later agreed that the whole system approach would be further strengthened if Northumberland County Council jointly launched their Healthy Weight Declaration at the same time. It was therefore proposed that the Council, the Trust and the County Council would launch their Healthy Weight Declarations together on 22 November 2022, the first joint launch of this kind in the country. The launch would involve an online event with presentations from all three organisations to set out some of their proposals to address the relevant commitments and support healthy weight across the system.

In expressing its support for the launch, the Board considered the likely impact of the cost of living crisis on the levels of obesity within the community and the need for national policies and legislation if the country was to be serious about addressing the obesogenic environment.

Resolved that (1) the launch of the Healthy Weight Declaration on 22 November 2022 be noted and supported;
(2) partners be requested to assure themselves that relevant staff from their own organisation will attend the launch; and
(3) a further, broader report from the Healthy Weight Alliance be submitted to the Board meeting to be held on 9 March 2023.

HW24/22 North East and North Cumbria Integrated Care Partnership - Draft Integrated Care Strategy

The North East and North Cumbria Integrated Care Board (ICB) were required to form a joint committee with partner local authorities termed the Integrated Care Partnership (ICP). The ICP was an equal partnership which aimed to join-up how health and care was supported across the region. The ICP would bring together a range of organisations,

including voluntary, community and independent organisations to work together to improve the health and wellbeing of people who live in the region.

A key duty of the ICP was to produce an Integrated Care Strategy, setting out how the assessed needs of the local population would be met, including social care, primary and secondary care, physical and mental health, and health related service across the whole population regardless of age.

Peter Rooney, the ICB's Director of Strategy and Planning, presented a draft Integrated Care Strategy and invited the Board to provide him with their comments. The draft strategy was very much evolving and would benefit from any feedback. The ICP would develop the strategy in light of views gathered as part of engagement during November with a view to presenting it at the next ICP meeting in December.

Members of the Board offered the following comments:

- a) It was difficult to disagree with the contents of the Strategy;
- b) the Board were comforted that its own Joint Local Health & Wellbeing Strategy, "*Equally Well: A healthier, fairer future for North Tyneside 2021-25*" and its implementation plan were aligned to, and picked up the themes contained within, the Integrated Care Strategy;
- c) the narrative associated with the presentation of the Strategy sounded top down but ought to reflect the reality that place has primacy and that there was a bottom up approach to determining how the assessed needs of local populations would be met;
- d) the emphasis on supporting carers was welcomed and the value in identifying young carers was highlighted;
- e) there was concern as to what the goals set out in the Strategy meant for North Tyneside when in some instances the ambitions set out were already near to being achieved in the borough. Having achieved these things North Tyneside aspired to make further improvements but there was concern that the area might lose out in terms of not being a priority within the overall system;
- f) the strategy omitted reference to the immediate pressures within the system for example treatment waiting times and the availability of dentistry services;
- g) the Board queried whether the preparation of the Strategy would be accompanied with bidding for additional resources to tackle the inequalities in the region;
- h) the Board also queried how the ICP might strengthen mechanisms for sharing good practice across the region;
- i) from an older person's perspective there were two major issues requiring consideration. There appeared to be less tolerance in society with more anti-social behaviour and so people needed to be treated in the right way and the role of communities and neighbourhoods needed to be emphasised to tackle social isolation as many older people were reluctant to leave their homes following the Covid-19 pandemic. This was likely to lead to increased demand on adult social care services in the future.

The Board acknowledged the statutory requirement for an Integrated Care Strategy, commended the ICP for preparing the draft documents in the required timescales and noted that an area Integrated Care Partnership for Newcastle, Northumberland, North Tyneside and Gateshead would also be developed from the respective place based arrangements.

Resolved that (1) the North East and North Cumbria Integrated Care Partnership's draft Integrated Care Strategy be noted; and
(2) the comments set out above be referred to the North East and North Cumbria Integrated Care Partnership to be taken into account in finalising its Strategy.

HW25/22 North East and North Cumbria Integrated Care Board - North Tyneside Place Arrangements

Anya Paradis, the Integrated Care Board's (ICB) Director of Place for North Tyneside provided an update on the development of the ICB's place based arrangements in North Tyneside.

She explained that discussions had been ongoing with a range of organisations to consider the structural options available which included:

- a) a place based consultative forum which would act in an advisory capacity to the Executive Directors of Place;
- b) a formal place sub-committee of the ICB with formal delegation of NHS resources. The membership could include ICB staff and a range of partners but would be accountable to the ICB. Such a committee could not make decisions on behalf of other bodies; or
- c) a joint committee allowing collective decisions to be made on behalf of a number of organisations with reporting and assurance to both the ICB and the other constituent statutory bodies.

The direction to emerge from the discussions had been not to change what had been in place in North Tyneside and therefore it was proposed that a formal place sub-committee of the ICB be established with a delegated budget and delegated authority to use NHS resources and let contracts. Further discussions had been arranged for early December to determine the membership of the sub-committee, formulate its terms of reference and consider its priorities. Once a detailed proposal had been prepared this would be shared with the Board. The proposal would not prohibit the area from establishing a joint committee in the future.

The Board acknowledged that North Tyneside was starting from a strong position with good working relationships already in place, a Future Care Programme Board and a clear focus on the very old and very young. The local system was not waiting for these arrangements to be put in place. It had already secured £200,000 from the ICB to fund drug treatment and homeless services and help tackle health inequalities.

Resolved that the progress made in developing the ICB's place based arrangements in North Tyneside be noted.

HW26/22 Joint Local Health & Wellbeing Strategy - Best Start in Life

In November 2021 the Board had adopted a revised Joint Local Health & Wellbeing Strategy (JLHWS): *Equally Well: A Healthier, Fairer Future for North Tyneside 2021-2025*. The Board subsequently agreed a process through which the delivery of the ambitions and actions in relation to each of the seven impact areas contained in the Strategy would be reported and monitored.

In accordance with this process the Children and Young Person's Partnership submitted a report to the Board setting out the progress made in relation to the Best Start in Life theme. The report highlighted the progress made in delivering the actions contained in the implementation plan, achievements to date, the direction of travel in terms of a range of performance indicators and how community engagement was influencing the work.

The Board received a short presentation on the development of Family Hubs. The hubs would offer support to families from conception and two, and to those with children of all ages, which is 0-19 or up to 25 for those with special educational needs and disabilities, with a great start for life offer at their core. The Family Hub model would be key in how to identify, reach and support the most vulnerable families and communities, including those who do not usually engage.

The Board considered the likely impact of the cost of living crisis on increasing demand for support services, including the emergency services. In terms of public engagement it was acknowledged that the progress to date would need to be reported back to those involved and that the family and community hub model provided a good way of engaging with people in conjunction with the community and voluntary sector. The Board also noted the importance of eye tests which were offered to all reception year children in North Tyneside.

Resolved (1) the progress made so far by the Children and Young Person's Partnership in delivering the ambitions and actions associated with the Best Start in Life theme of the Joint Local Health & Wellbeing Strategy be noted; and
(2) the approach to develop and deliver Family Hubs in North Tyneside be endorsed.

HW27/22 Joint Local Health & Wellbeing Strategy - Ensuring a Healthy Standard of Living for All

In November 2021 the Board had adopted a revised Joint Local Health & Wellbeing Strategy (JLHWS): *Equally Well: A Healthier, Fairer Future for North Tyneside 2021-2025*. The Board subsequently agreed a process through which the delivery of the ambitions and actions in relation to each of the seven impact areas contained in the Strategy would be reported and monitored.

In accordance with this process the Poverty Intervention Partnership Board submitted a report to the Board setting out the progress made in relation to the Ensure a Healthy Standard of Living for All theme. The report highlighted the progress made in delivering the actions contained in the implementation plan, achievements to date, progress made in compiling a set of performance indicators and how inequalities were being tackled in collaboration with those affected, including the State of the Area event.

In considering the healthy standard of living for all theme the Board emphasised the role of partner organisations, as large employers in the area, to support those employees who were experiencing poverty. Board members also discussed the increasing costs of transport to and from healthcare appointments and ways to tackle debt.

Resolved that the progress made by the Poverty Intervention Partnership Board in delivering the ambitions and actions associated with the Ensure a Healthy Standard of Living for All theme of the Joint Local Health & Wellbeing Strategy be noted.

HW28/22 Review of Membership of the Board

In accordance with the Board's request in September 2022, the Chair, Deputy Chair and other leading members of the Board had reviewed its membership to ensure that the range of organisations represented at meetings were appropriate in terms of delivering the ambitions set out in the Joint Local Health & Wellbeing Strategy (JLHWS). Having

concluded that there needed to be broader representation on the Board to reflect the ambitions contained in the Strategy relating to the wider determinants such as education, employment and housing the Board were presented with proposals to make changes to the membership.

Resolved that (1) the following additional persons be appointed as members of the Board:

- a) the Council's Assistant Chief Executive,
 - b) the Council's Director of Regeneration and Economic Development,
 - c) the Council's Director of Housing and Property Services,
 - d) the Council's Assistant Director of Education, Employment and Skills,
 - e) a representative from the Poverty Intervention Partnership Board; and
 - f) a representative from the North Tyneside Business Forum; and
- (2) the appointment of a representative from the North Tyneside Safeguarding Adults Board be removed from membership of the Board.

North Tyneside Health & Wellbeing Board Report Date: 9 March 2023

**Title: Equally Well Progress
Update: The Places and
Communities we live in and
with**

Report Author: Sam Dand, Director of Environment, North Tyneside Council
(Tel: 0191 643 3442)

Responsible Leads: Sam Dand, Director of Environment, North Tyneside Council
Peter Mennell, Director of Housing and Property Services
John Sparkes, Director of Regeneration and Economic
Development, North Tyneside Council
Gary Charlton, Deputy Director Commissioning and Corporate
Development, North Tyneside ICB
Paul Jones, Healthwatch Chief Executive
Vicky Smith, VODA Chief Executive

**Relevant Partnership
Board(s):** Safer North Tyneside Partnership
Economic Prosperity Sub-Committee
Culture and Wellbeing Partnership
Housing Sub-Committee
Climate Change Partnership

1. **Equally Well: The Places and Communities we live in and with**

This item relates to the theme of the Places and Communities we live in and with, from the Joint Health and Wellbeing Strategy, “Equally Well: A healthier, fairer future for North Tyneside 2021- 2025”.

As outlined in ‘Equally Well’ the place and environment we live in plays a vital role in both improving and protecting the health and wellbeing of our communities.

Evidence shows that those living in the more socio-economically deprived areas are likely to have a lack of green space, poor air quality and poorer housing compared to the least socio-economically deprived areas.

Therefore, to reduce health inequalities we need to create environments for all our communities to flourish by improving infrastructure, services, connectivity and sustainability.

This briefing report will be supplemented by three short presentations at the Health and Wellbeing Board meeting to give more detail about specific multi-agency work:

- **Creating safer environments:** our joint approach to understanding and addressing anti-social behaviour across local communities.
- **Enjoying healthy and safer homes:** tackling damp and mould
- **Healthy planning and regeneration:** improving local communities through the North Shields and Wallsend Masterplans

2. Recommendation(s):

The Board is recommended to: -

- a) be assured that the responsible theme leads are making progress in delivering the actions for the Places and Communities we live in and with to reduce health inequalities.
- b) provide any comments on any areas requiring further action; and
- c) request the theme leads to submit further progress reports to the Board in relation to its implementation plan for next year, the delivery of those actions and their outcomes.

3. Progress update: The Places and Communities we live in and with

Action is required across the social, economic and environmental determinants of health if we want to achieve thriving and sustainable communities and increased productivity and shared prosperity across North Tyneside to reduce health inequalities.

Organisations and partnerships are working with local communities to create the conditions for a healthy, safer and more sustainable North Tyneside.

In addition, partners are working to deliver our inclusive economic strategy. This means our local economy works for everyone, and the benefits of the economy are spread, so that all communities flourish and grow equally.

Progress against the implementation plan is outlined below, with presentations giving further in-depth detail to be delivered during the Health and Wellbeing Board meeting.

Deliver the Health inequalities VCSE small grants funding and monitor projects

North Tyneside ICB and North Tyneside Council have created a fund to support voluntary, community and social enterprise (VCSE) sector organisations active in North Tyneside to address existing health inequalities in the borough. The £400,000 fund is being administered by VODA and 15 local projects have been given grants to deliver between May 2022 and October 2023 which will be monitored for effectiveness. VODA will also be creating a film with the funded organisations to showcase some of the innovative work and those residents who benefited from the project activities.

Living Well North Tyneside (LWNT) will be kept up to date and promote widely so residents who want to can be actively involved in their communities.

The Living Well North Tyneside partnership brings together a number of organisations in North Tyneside, including Healthwatch North Tyneside, North Tyneside VODA, North Tyneside Council, North Tyneside ICB, the four Primary Care Networks of local GP practices in North Tyneside, the Community Healthcare Forum, and Tyne Health GP Federation. Living Well North Tyneside has been widely promoted via VCSE and statutory partners during 2022.

The Living Well North Tyneside initiative aims to connect our communities with trusted information, helping local residents find and access services, activities, events, and people to support us all to live well locally. The Living Well North Tyneside website has had over 72,000 views since the launch of the website in September 2021. As well as the online successes, LWNT has initiated a face-to-face network and organised a

networking event in September 2022. 45 different organisations across North Tyneside were in attendance and many new connections were made.

Develop the Community Hub model to host and provide universally accessible services in all communities e.g. (Drug and Alcohol support, Police, Citizen's Advice, Adult Social Care, Occupational Therapy, Reablement and Care Call)

North Tyneside Council want to ensure that Community Hubs and the services offered to residents meet their needs and are available in whichever way residents choose to access them. Community Hubs aim to connect people with the community assets and services across North Tyneside. The Community Hub model is currently in development with a consultation event looking at tackling Digital Inclusion and Developing Community Hubs on 19 January 2023.

Review the Social prescribing offer across the system

The Local Authority is currently reviewing the approach to social prescribing, assessing the evidence of effectiveness of referring people to a range of local, non-clinical services to support their health and wellbeing. The review will be linked with system wide work to ensure that individuals in North Tyneside with the multiple and complex health needs associated with drug, alcohol and mental ill health are able and supported to access healthcare locally. This work will also build on the additional funding that local authorities have received to support people with drug and alcohol issues with housing, employment, treatment, and enforcement as part of the national Drugs Strategy. This is a targeted approach to reducing health inequalities with a particularly vulnerable cohort of our population.

Pilot Healthy, Happy Places in North Shields and Wallsend which aims to shape places to benefit mental health and wellbeing in our communities.

The pilot of Healthy, Happy Places is currently happening with links to the respective Masterplans for regeneration. This programme of work is funded by the Academic Health Science Network for the North-East and North Cumbria (AHSN NENC). It is intended to test out a concept and explore what impact and innovative practices could be achieved through collaborations between planning, design, health, and public health partners in responding to community health and wellbeing needs through the built environment.

Development of Strategic Cycling Route network to increase opportunity for active travel

North Tyneside Council has updated the North Tyneside Cycling Strategy and Cycle Design Guide which includes the development of the Strategic Cycling Route network to increase opportunity for active travel. The Cycling Strategy supports the council's ambition to take steps and seek investment to become carbon net zero by 2030 through promoting active travel. This also links to our air quality strategy which specifies how we will strive to improve air quality across the borough. The Cycling Route network will be delivered via bidding for external funding and through the general programme of highway schemes and regeneration schemes.

Review the community safety partnership board and take a public health approach to community safety

The Community Safety Partnership (CSP) has been reviewed with Senior Leaders from all statutory responsible agencies working together throughout 2022, ensuring the governance and strategic assessment and community safety plan is refreshed. All agencies have signed up to taking a public Health approach to community safety which aims to modify the risk factors that make an individual, family or community vulnerable to crime and disorder (as victims, perpetrators, or both) and promote protective factors.

Expand the safe and healthy homes initiative to support more households in need

The Safe and Healthy Homes initiative gives advice and guidance to help residents to solve health-related housing issues and improve physical / mental health through referrals to relevant services and organisations. The team look at funding streams available to assist with any financial difficulties around certain repairs/replacements, such as boiler upgrades, working with the major energy suppliers which would be more financially economical to the resident. Since January 2022 the team's work to support more vulnerable households included:

- 94 households supported where damp/mould or cold homes was an identified issue. (60 homeowners - 30 other tenure private sector house, 4 Social Housing)
- 20 cases where repairs required (roof repairs and major works)
Referrals for charity funding for major repairs, however, in the case of smaller minor repairs we would refer through to Trading Standard Approved Business Approval Register
- 24 cases where homeowners had suffered a slip, trip or fall. Issues were identified for the owner occupier to continue to live safely at their property, which were referred through to Occupational Therapy, Adult Social Care, to review the needs of the resident to try and support the occupier remain in their property.

A presentation will be given to the HWBB focusing on how the initiative addresses damp and mould in homes.

Affordable homes

Since April 2014 the Affordable Homes Programme has delivered 2,073 affordable homes towards our ambition to deliver 5,000 affordable homes, which was approved by Cabinet in February 2022. We are on track to meet our target of 215 affordable homes delivered in 2022/23.

Deliver more energy efficiency measures to reduce fuel poverty

North Tyneside's Fuel Poverty workstream aims to co-ordinate work to deliver more energy efficiency measures to reduce fuel poverty including mapping at-risk households, training housing officers around fuel poverty awareness, launching a central cost of living information resources and engaging with landlords and commercial properties to raise awareness of energy efficiency best practice.

Since Jan 2022 examples of activity to support our most vulnerable residents include:

- 10 households referred to LEAP (local energy action project) for energy advice. These are residents who were struggling to afford to pay their gas or electric utility bill (before recent energy price increase).
- 5 customers were supported to have boiler installation via Household Support fund cases, this funding stream was introduced to cover the gap left by energy suppliers during Covid and subsequently afterwards.
- 6 residents were supported via Eco4 measures, there was a delay with the funding and this only recently become available. The funding supports vulnerable residents who are not able to fund essential works in their property to maintain and keep energy efficient.

Establish a cultural compact that supports health and wellbeing and reduces inequalities

Consultation on a Cultural Strategy for North Tyneside began in April 2022 to develop a borough wide strategy and cultural compact. A report to Cabinet in November 2022 recommended the development of the next stage of the process, to produce a written partnership strategy and develop a Boroughwide Cultural Compact. Seven key

challenges have been identified including to promote culture to support health and wellbeing and to address inequity in accessing culture. This is consistent with the Arts Council England (ACE) guidance in their ten-year plan *Let's Create* (2020-2030), which emphasises partnership working and the development of broad-based cultural compacts to promote the cultural offer for the benefit of residents and the economy.

4. Performance indicators

Theme leads have agreed that measuring performance to capture impact is an area of work requiring further action.

Many of the performance indicators around this theme are dependent on the results of the resident survey e.g., perceptions around feeling safe, access to services, usage of green spaces. As the full results of the 2022 resident survey are still being analysed it is not possible to report any changes in resident perceptions at the current time, on these specific indicators.

It is recognised that this theme covers a diverse range of activity and areas of work from the economy, housing, green spaces, air quality to culture. In addition, there is a raft of community activity, delivered particularly by the VCSE, that is targeted and improves health and wellbeing. Theme leads have agreed to consider additional ways to capture performance around this theme to include a wider range of outcomes.

It is recommended that the Board agree that theme leads present a revised set of indicators to accompany the refreshed implementation plan in Year 2 at the June Health and Wellbeing Board Meeting.

5. Community engagement

North Tyneside Healthwatch worked on behalf of North Tyneside's Health and Wellbeing Board to gather views from residents and organisations about the implementation plan, with the findings reported at the November 2022 meeting.

The Healthwatch consultation highlighted that residents understand that the places and communities we live in have a major contribution to health and wellbeing. In addition, the consultation stressed that having decent and affordable homes was a high priority for many respondents, who felt that the issue of housing needed to be strengthened in the implementation plan. Theme leads will take this point on board when refreshing the implementation plan in Year 2.

Ambitions for Wallsend

A public consultation on the Ambitions for Wallsend was launched last week and will continue until the end of February. Face-to-face sessions will be held at Wallsend Customer First Centre, where residents and businesses will be invited to have their say on plans. More information can be found here: [Ambition for Wallsend | North Tyneside Council](#)

Community Hub and Digital Inclusion

A consultation event looking at tackling Digital Inclusion and Developing Community Hubs taking place on 19 January 2023. There will be opportunities for further engagement by stakeholders as the model develops.

6. Appendices:

Appendix 1: Implementation plan – progress update : the Communities we live in and with

7. Contact officers:

Sam Dand, Director of Environment, North Tyneside Council (Tel: 0191 643 3442)

Background information:

The following background documents have been used in the compilation of this report and are available from the author: -

[North Tyneside's Equally Well Strategy](#)

COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

10 Finance and other resources

Any financial implications arising from the delivery of the implementation plan to delivery Equally Well, North Tyneside's Health and Well Being Strategy will be met from existing budgets.

11 Legal

The Board has a duty under Section 195 of the Health & Social Care Act 2012 to encourage partners to work closely together and in an integrated manner for the purpose of advancing the health and wellbeing of the people in the area.

13 Human rights

There are no human rights implications directly arising from this report.

14 Equalities and diversity

There are no equalities and diversity implications directly arising from this report.

15 Risk management

There is a risk that despite the considerable effort for joint action by the Health and Wellbeing Board, partners may not improve the inequalities in health seen in North Tyneside.

The health inequalities that existed prior to the COVID-19 pandemic have subsequently been amplified and more recently it is also widely acknowledged that the current rise in the cost of living is likely to have a disproportionate impact on some of our communities in North Tyneside.

A corporate risk has been identified for this scenario with a mitigation report was presented at the Audit Committee in November 2022, and this risk will continue to be monitored with regular reporting.

16 Crime and disorder

There are no crime and disorder implications directly arising from this report.

SIGN OFF

Chair/Deputy Chair of the Board

X

Director of Public Health

X

Director of Children's Services

X

Director of Adult Services

X

Director of Healthwatch North Tyneside

X

Integrated Care Board Director of Place

X

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Equally Well: The Places and Communities we live in and with

Leads: Sam Dand, Peter Mennell, John Sparkes, Gary Charlton, Paul Jones, Vicky Smith

Governance: Safer North Tyneside Partnership, Climate Change Partnership, Culture Partnership and North Shields and Wallsend Master Plans

Actions	Responsibility	Short-term outcomes	Progress	KPIs / outcomes
<p>Deliver the Health inequalities VCSE small grants funding and monitor projects</p> <p>Living Well North Tyneside will be kept up to date and promote widely so residents who want to can be actively involved in their communities.</p> <p>Develop the Community Hub model to host and provide universally accessible services in all communities e.g. (Drug and Alcohol, Police, CAB, ASC, OT, Reablement and Care Call)</p> <p>Review the Social prescribing offer across the system</p> <p>Pilot Healthy, Happy Places in North Shields and Wallsend which aims to shape places to benefit mental health and wellbeing in our communities.</p> <p>Development of Strategic Cycling Route network to increase opportunity for active travel</p> <p>Review the community safety board and take a public health approach to community safety</p> <p>Expand the safe and healthy homes initiative to support more households in need</p> <p>Deliver more energy efficiency measures to reduce fuel poverty</p> <p>Establish a cultural compact that supports health and wellbeing and reduces inequalities</p>	<p>VODA / NTC</p> <p>NTC Corporate strategy</p> <p>NTC Corporate Strategy Team and Partners</p> <p>Commissioning / Public Health</p> <p>Academic Health Science Network for the North-East and North Cumbria/ Public Health and PCNs</p> <p>Regeneration</p> <p>Safer North Tyneside Partnership</p> <p>Regeneration</p> <p>Housing</p> <p>Culture and wellbeing partnership</p>	<p>Proposed solutions and interventions to reduce inequalities are co-produced and fully informed by the lived experience of North Tyneside residents.</p> <p>More socially connected communities with more opportunities for all residents to take part in community life</p> <p>Active travel infrastructure will enable more residents from disadvantaged communities to access education, employment and leisure opportunities.</p> <p>Increased levels of volunteering</p> <p>A supply of good quality affordable homes for those most in need</p> <p>Improved active travel across the social gradient</p> <p>Improve the accessibility, existing parks, green spaces and beaches to promote good mental health and physical activity</p>	<p>15 local organisations are being funded through the Health Inequalities VCSE programme, delivered by VODA.</p> <p>Living Well NT continues to be promoted and developed.</p> <p>The Community Hub model is being developed and discussions are being undertaken with stakeholders</p> <p>Current review of social prescribing is being undertaken</p> <p>Strategic Cycling Route network is part of the Cycling Strategy</p> <p>Community Safety board has been reviewing governance and incorporating a public health approach.</p> <p>On track to meet our target of 215 affordable homes delivered in 2022/23.</p> <p>Fuel poverty workstream has been supporting most vulnerable residents to ensure they have warm homes.</p> <p>Cultural compact is part of the Cultural Strategy which is in development</p>	<p>Across our most disadvantaged communities we will see:</p> <p>Improved results in resident survey - participation / safety, accessing services/ parks/ beaches etc.</p> <p>Fewer socially isolated residents</p> <p>Reduction in the number of residents who are digitally excluded</p> <p>More residents feeling safe in their communities</p> <p>Number of affordable housing units developed</p> <p>Number of energy efficient improvements made in private sector</p> <p>Community Engagement and mobilising community assets</p> <p>Supporting community engagement of the implementation plan</p> <p>Connecting diverse communities to local policy makers to ensure their voices are central to the commissioning, and decision-making process in North Tyneside.</p> <p>Links to other priorities</p> <p>Communities and Place are a golden thread across all priorities</p>

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North Tyneside Health & Wellbeing Board Report Date: 9 March 2023

**Title: Equally Well
Progress Update:
Maximising the
Capabilities of Children,
Young People and Adults.**

Report Authors: Lisa Cook, Assistant Director, Education and Inclusion, North Tyneside Council
Mark Barrett, Senior Manager, Employment and Skills, North Tyneside Council

Responsible Lead: Julie Firth, Director Children's Services (Tel: 0191 643 1454)

Relevant Partnership Board: North Tyneside Children and Young People Partnership

1. **Equally Well: Progress Update: Maximising the Capabilities of Children, Young People and Adults**

This item relates to the Maximising the Capabilities of Children, Young People and Adults theme of the Joint Health and Wellbeing Strategy, "Equally Well: A healthier, fairer future for North Tyneside 2021- 2025".

As outlined in 'Equally Well' educational achievement plays a significant role in reducing health inequalities by shaping life opportunities.

Making North Tyneside an even greater place for children and young people to thrive, where all can access a high-class education with a culture of inclusion and achievement is a key priority.

Our employment and skills service and many of our VCSE organisations aim to raise aspiration and release potential of all young people and adults. There are opportunities for life-long learning across the system

This briefing paper will be supplemented by a presentation at the Board meeting, which will give further detail about all the efforts to maximise the capabilities of children, young people, and adults.

2. **Recommendation(s):**

The Board is recommended to: -

- a) Be assured that the North Tyneside Children and Young People Partnership is making progress in delivering the actions for Maximising the Capabilities of Children, Young People and Adults and to reduce health inequalities.
- b) Provide any comments on any areas requiring further action; and

- c) Request the North Tyneside Children and Young People Partnership to submit further progress reports to the Board in relation to its implementation plan for next year, the delivery of those actions and their outcomes.

3. Progress update: Maximising the capabilities of children, young people and adults.

North Tyneside has an education system to be proud of and is a strong performer regionally and nationally. However, inequalities in educational outcomes affect physical and mental health, as well as income, employment, and quality of life. Therefore, supporting our most vulnerable children, young people and adults is crucial to ensure that they reach their full potential.

In addition, partners also have a commitment to increasing access and use of quality lifelong learning opportunities across communities. Without life skills and readiness for work young people and adults will not be able to fulfil their full potential, to flourish and take control over their lives.

The following bullet points outline actions and progress against the implementation plan:

- **Achievement for all with a focus on the most vulnerable children – as part of the Ambition for Education.**
 - This is a key focus of the Ambition for Education and runs throughout all the delivery themes. An example of focussing on our most vulnerable children to ensure they maximise their capabilities is through specialist education and health practitioners working together in the pioneering HIVE Team (Health, Information and Advice, Virtual School and Emotional Well-being). The HIVE team provides direct educational and health support to children in care and therapeutic support those with a trauma history. The HIVE Team also runs training for practitioners in schools. We launched our Connect Mental Health Support Team for schools in September 2021. This team provides low intensity mental health support to pupils in partner schools and provides consultation, signposting and supports a whole school approach to emotional wellbeing, including support for parents and staff.
 - The Barnardo's and North Tyneside's Strategic Alliance enables innovation around early intervention for mental health and emotional wellbeing across the system. This has included the development of The Link Programme to provide psychoeducation to vulnerable pupils in KS2 and KS3 about understanding and managing their emotions to enable them to access learning more effectively
 - Dedicated Connexions adviser support for vulnerable young people continues to be provided and focusses on supporting looked after children and care leavers, SEND, young carers and young offenders to maximise their capabilities.
 - **Barnardo's Employment Training and Skills (ETS)** courses provide young people with skills and qualifications they can build on and develop throughout their working life. In partnership with employers, schools, colleges and charities, they train and support a large number of young people providing courses, support and careers advice, specialising in construction qualifications and hairdressing apprenticeships
 - **YMCA North Tyneside, in partnership with North Tyneside Council Employment and Skills Service** delivers a hospitality and catering academy that provides learners with classroom learning and hands-on training in a commercial kitchen. This authentic training environment has provided a smooth transition into employment for many participants, with some of them now preparing and serving food to cafe customers on site, while others are now employed in other roles across the organisation or have moved onto careers in the hospitality and catering industry. A Social Care Academy

based on this successful model has also now been developed delivered from the YMCA in North Shields.

- **Route 16 to smooth transitions for a specific cohort of young people**
 - Young people identified by school as in need of different support and challenge to be successful at KS4 can access the Route 16 offer. The Pilot was so successful that this programme has become embedded into our North Tyneside offer to schools. There are both a one year and two route options which blends traditional learning and accreditation with work-based learning. Young people have been successful in gaining GCSEs and employment skills decreasing the risk of becoming not in education, employment or training (NEET).
 - The voluntary sector (VODA and The Base project at Barnardo's) have recently set up a recovery college called Discover Me for 16 – 25-year-olds to develop their own peer support programme to improve mental health and emotional wellbeing. Groups so far have involved craft, music, gaming and cookery. The programme is co-produced with young people.
- **Roll out of Youth Mental Health First Aid (MHFA) across schools**
 - Embedding a strong emotionally healthy culture and providing support for school communities post-COVID-19 through the Children and Young People's Mental Health Strategy is crucial to enabling learning and achieving potential.
 - Now in the third year of delivery, the final cohort of 14 schools is being trained in MHFA. This cohort have completed baseline surveys, audits and created their initial action plans. Specialists from Education North Tyneside have delivered Mental Health First Aid training for 30 adults this term. A further 60 adults have completed Mental Health Awareness training. As we develop our skills and specialisms, we have been able to adapt courses to suit the needs of those working with different age groups and cohorts. For example, we have developed a specialist half day Mental Health Awareness course for early years practitioners and have now delivered this to 120 adults in North Tyneside. There are 60 schools in North Tyneside who have taken part in this project or are currently involved.
- **Pilot a model of 'sleep' support including a community sleep clinic.**
 - Sleep Well North Tyneside is a pilot service provided through the Barnardo's Strategic Alliance via a multi-agency partnership including school nurses, Early Help workers, Educational Psychologists and Occupational Therapists (from The HIVE Team). Following a sleep needs assessment through Public Health, staff from across services were trained in both Sleep Awareness and Sleep Counselling by Sleep Scotland. The offer includes self-help materials, workshops for parents and 1:1 counselling. Feedback has been positive from selected families receiving sleep support to date. This pilot will be accepting referrals from mid-February 2023.
- **Implement and launch new framework for revised parenting offer including mental health and children with SEND and reducing parental conflict**
 - Reducing Parental Conflict training has been rolled out to 360 frontline practitioners across North Tyneside to help increase skills and confidence to work with, or refer, parents in conflict to appropriate support. The practitioners are from a variety of settings including schools, young carers, residential, Early Help, 0-19 Children's Public Health service, housing and leisure teams. The training will in turn support children's early emotional and social development and improve their chances to lead fulfilling, happy lives.
 - Early Help and Child and Adolescent Mental Health Services (CAMHS) are working together to support families and offer parenting workshops where CAMHS thresholds

are not met. In addition, families are also benefitting from whole family working where children have special educational needs and disabilities.

- The Early Help Team (Family Health and Wellbeing Partners) are attached to Primary Care Networks and will work alongside GP practices. They will be working to support families where social issues are identified as having an impact on emotional wellbeing to offer early help e.g., individual or group support or signposting to existing community resources.

- **Improve early language and reading with a focus on SEND and improving outcomes for disadvantaged**

- The Local Authority's health visitors and early help teams work alongside NHS midwives and community nursing teams to identify and provide support to babies and families with SEND from the earliest opportunity. The Speech and Language Therapy (SALT), physiotherapy and occupational therapy teams work very effectively with SEND children and young people, taking a personalised approach. A SEND Youth Forum has been established and has strong linkages with North Tyneside's SEND Parent Carer Forum. Through these groups the SEND Local Offer has been updated and is communicated via a new monthly SEND newsletter for families. A recent Local Government Peer Review gave very positive feedback about the work of the partnership.

- **Pilot programme in two schools to embed careers into the school curriculum**

- The pilot programme Cobalt Education to Employment is in the second year with the aim of embedding careers into the school curriculum. Work continued over the summer to refine the programme areas and expected outputs in 2022-23. Norham High School is now involved, alongside Marden and Burnside.
- Kim Smith (NELEP) has agreed to support with an "Introduction to T-Levels" session for Cobalt employers. Early discussions with several employers around "teacher externships" - for teachers around the industry requirements, skills gaps etc.
- Northumbria Healthcare NHS Foundation Trust connect with schools in North Tyneside to promote health & care careers, including apprenticeships and attending careers fairs, joining in employer engagement events such as mock interview events.

- **Review and develop programme of post 16 support**

- Completed the post-16 review and developed actions which include a commitment from all North Tyneside Schools to signpost the local Post 16 offers, schools working towards the Quality in Careers Standard (QiCS) to sustain improvement to 'Careers Information Education and Guidance' and the development of T Level opportunities.
- Following the Post 16 Review support continues to be developed to support the most vulnerable young people including:
 - Preparation for Adulthood: an established post-16 SEND work-based learning programme 'Ignite Your Potential'. This is delivered by the Authority's Employment and Skills Team and provides vocational pathways to supported internships and apprenticeships. A dedicated post-16 officer is in post to promote to schools and business/industry partnerships. The number of places available will be increased in 2023-24 to support more young people with social, emotional and mental health (SEMH) issues.
 - The 'Working Roots' partnership programme supporting young people with multiple barriers to employment into construction and horticulture careers is being expanded to consider opportunities in hospitality and catering.
 - Work with schools and employers to prepare for the introduction of T-Levels which are new 2 year courses which are taken after GCSEs and are broadly equivalent to 3 A Levels. the content of T-levels should meet the needs of industry and prepares

students for entry into skilled employment, an apprenticeship or related technical study through further or higher education. Schools will potentially be delivering T-levels from September 2024. This includes work with employers to support them to offer T-Level placements.

- **Review lifelong learning opportunities – including older people accessing digital technology and retirement courses**
- Tyne Coast College works closely with North Tyneside Council Employment and Skills Service to deliver a progression strategy for adult learners from entry level engagement and community learning through to progression into higher education courses
- The North Tyneside Digital Inclusion strategy aims to set out the borough wide ambition to support residents to get online and expand their use and understanding of digital technology and how it can support their lives.
- Working together the Council, North Tyneside ICB and the VCSE sector will create a digital inclusion strategy to support our ambition and guide our efforts. The strategy will be published by 31st March 2023 and will contain an action plan
- The multi-agency partnership developing the Strategy meet monthly to review activities including the provision of digital inclusion support such as digital skills, access to devices developing digital access to support and raising awareness and access to information.
- The work is being informed by Digital Poverty research undertaken by Newcastle and Northumbria Universities and North Tyneside ICB and is also aligned with other Digital Strategies being developed by partners.

4. Performance indicators

It is important to understand if our approach and strategic ambition is making a difference to reducing health inequalities. Appendix 2 gives an overview of the direction of travel indicators for Maximising capabilities of children, young people, and adults.

As noted in the strategy major change to reduce health inequalities will not happen overnight, so we will be seeking gradual improvements in these indicators and a reduction in inequalities between different localities across North Tyneside.

- **Reduced gaps in educational attainment**

Measures of attainment gaps at both primary and secondary have historically been based upon comparing the proportions of pupils in each group achieving an expected standard - particularly level 4 in reading, writing and maths at the end of key stage 2, and 5 good passes including English and maths at GCSE. In 2020 and 2021, all GCSEs in England have been reformed and use the new 9 to 1 grading system (rather than A*-G). Year on year comparisons will be limited until these qualifications are consistently included from 2020 onwards. However, results for 2020 and 2021 are not comparable with earlier years due to the cancellation of exams (due to COVID-19) and the changes to the way GCSE grades were awarded. Attainment Gap for pupils eligible for Free School Meal, average attainment 8 score among children eligible for Free School Meals (FSM) in North Tyneside is 37, lower than National average of 39 in 2020/21, shown in appendix 1, figure 1. National and Local Authority attainment 8 deprivation gap is shown in appendix 2, figure 2.

- **Attendance and exclusion data**

North Tyneside provisional suspension rate for primary and secondary schools is 9.19% (provisional rate) and 0.21% permanent exclusion rate (provisional rates). Provisional absence rate is 6.88% , primary and secondary schools, in-line with regional and better than National. Overall Absence trend for NonFSM6 Pupils provisional in 2020/21 is 6.40%, this is lower than National. Provisional outturn for NonFSM6 pupils in 21/22 has increased to 9.30% (appendix 2, figure 3.)

- **Percentage of 16–18-year-olds Not in Education, Employment or Training (NEET)**

Latest outturn for the percentage of children that are NEET in North Tyneside is 3.09% (January 2023), lower than regional. Overall, North Tyneside NEET rates for 2021-22 were lower than 2020-21. However, the reduction was less than that seen nationally and regionally. Monthly National NEET rates have been lower, month compared to month, than any other time in the last five years. Whereas local rates have yet to return to 2020 levels of performance (appendix 2, figure 4.)

- **Hospital admissions as a result of self-harm (10-24 years)**

This measure captures the number of finished admission episodes in children aged between 10 and 24 years where the main recorded cause is intentional self-harm. Hospital admissions for self-harm in children have increased in recent years, with admissions for young women being much higher than admissions for young men. In North Tyneside the number of hospital admissions as a result of self-harm is increasing. 2020/21 figure shows North Tyneside's overall rate is 3.6 thousand per 100,000 this is higher than National and Regional (appendix 1, figure 5.)

Increase in adult learning completers in education / employment across the lifecourse

North of Tyne – skills funding

- 25,700 enrolments in 2020-21 and 32,700 enrolments in 2021-22
- NTCA Learner Profile in 2020-21:
 - 56% of residents accessing devolved Adult Education Budget reside in the top 20% deprived wards in our region (43% in the top 10% deprived wards)
 - 16,545 (67%) of AEB opportunities were undertaken by unemployed residents
 - 3620 (27%) of AEB opportunities were undertaken by young people (19-24)
 - 4269 residents (17%) participating in provision self-declared a learning difficulty/disability

North Tyneside Adult Learning Service:

- Overall enrolments – 1,134 in 2020-21, 1,651 in 2021-22
- 69% of learners were female, 31% male for adult learning courses
- 84% of Apprentices were female, 16% male
- 32% of learners reported have a learning difficulty or disability
- 57% of learners were unemployed
- 46.4% of Adult Learners progressed into employment
- 95% of Apprentices continued into full time employment

5. Community engagement

The Children and Young Person's Partnership regularly engage to seek the young person's voice via a range of mechanisms including Elected Young Mayor, Elected Member of UK Youth Parliament, Youth Council, Children in Care Council, Children's Council and other committees such as North Tyneside SEND Youth Forum. These forums give children and young people the opportunity to tell the council and its partners about what life is like growing up and going to school in North Tyneside.

6. Appendices:

Appendix 1. Implementation plan progress – Maximising Capabilities

Appendix 2 : Performance indicators

7. Contact officers:

Lisa Cook, Assistant Director, Education and Inclusion, North Tyneside Council

Mark Barrett, Senior Manager, Employment and Skills, North Tyneside Council

9. Background information:

The following background documents have been used in the compilation of this report and are available from the author:-

[**Ambition for Education in North Tyneside 2020 - 2024**](#)

COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

10 Finance and other resources

Any financial implications arising from the delivery of the implementation plan to delivery Equally Well, North Tyneside's Health and Well Being Strategy will be met from existing budgets.

11 Legal

The Board has a duty under Section 195 of the Health & Social Care Act 2012 to encourage partners to work closely together and in an integrated manner for the purpose of advancing the health and wellbeing of the people in the area.

13 Human rights

There are no human rights implications directly arising from this report.

14 Equalities and diversity

There are no equalities and diversity implications directly arising from this report.

15 Risk management

There is a risk that despite the considerable effort for joint action by the Health and Wellbeing Board, partners may not improve the inequalities in health seen in North Tyneside.

The health inequalities that existed prior to the COVID-19 pandemic have subsequently been amplified and more recently it is also widely acknowledged that the current rise in

the cost of living is likely to have a disproportionate impact on some of our communities in North Tyneside.

A corporate risk has been identified for this scenario with a mitigation report was presented at the Audit Committee in November 2022, and this risk will continue to be monitored with regular reporting.

16 Crime and disorder

There are no crime and disorder implications directly arising from this report.

SIGN OFF

Chair/Deputy Chair of the Board	<input checked="" type="checkbox"/>
Director of Public Health	<input checked="" type="checkbox"/>
Interim Director of Children's Services	<input checked="" type="checkbox"/>
Interim Director of Adult Services	<input checked="" type="checkbox"/>
Director of Healthwatch North Tyneside	<input checked="" type="checkbox"/>
Integrated Care Board Director of Place	<input checked="" type="checkbox"/>

Equally Well: Maximising capabilities of children, young people, and adults.

Leads: Julie Firth, Lisa Cook, Mark Barratt, Janet Arris, Anne Foreman, Ruth Auten

Governance: Children and Young People's Partnership

Actions	Responsibility	Short-term outcomes	Progress update	KPIs/ outcomes
<p>Achievement for all with a focus on the most vulnerable children – as part of the ambition for Education.</p> <p>Route 16 Pilot to smooth transitions for a specific cohort of young people.</p> <p>Roll out of Youth Mental Health First Aid (MHFA) across schools in second and third cohorts</p> <p>Pilot a model of 'sleep' support including a community sleep clinic.</p> <p>Implement and launch new framework for revised parenting offer including mental health and children with SEND and reducing parental conflict</p> <p>Improve early language and reading with a focus on SEND and improving outcomes for disadvantaged</p> <p>Pilot programme in two schools to embed careers into the school curriculum</p> <p>Review and develop programme of post 16 support</p> <p>Review lifelong learning opportunities – including older people accessing digital technology and retirement courses</p>	<p>Strategic Education and Inclusion Programme Board</p> <p>Strategic Education and Inclusion Programme Board</p> <p>CYP Mental health partnership</p> <p>Barnardo's Strategic Alliance.</p> <p>Strategic Education and Inclusion Programme Board</p> <p>SEND Strategic Board</p> <p>Strategic Education and Inclusion Programme Board</p> <p>Strategic Education and Inclusion Programme Board</p> <p>Ageing Well Board</p>	<p>Reducing inequalities in pupils' educational outcomes is a sustained priority.</p> <p>Increase in levels of school attendance in lowest attaining schools</p> <p>School staff trained in Youth Mental Health First Aid (MHFA) are able to identify children and young people at risk of developing mental health problems and to support them to get appropriate professional help</p> <p>Increase in uptake of training and development and apprenticeships for 16–25-year-olds</p> <p>Reduction in the proportion of pupils being referred for Social Emotional Mental Health.</p> <p>Easily accessible support and advice is available for 16–25-year-olds on life skills, training and employment opportunities</p> <p>Increase access to and uptake of adult learning with a specific focus on those living in the 25% most deprived areas in NT</p> <p>Increased availability of non-vocational lifelong learning across the life course, including retirement</p>	<p>Continues to be a key priority – HIVE Team support most vulnerable through specialist education and health practitioners.</p> <p>Connexions advisers to support vulnerable young people including looked after children, care leavers, youth offenders and those young people with SEND.</p> <p>MHFA Cohort 4 roll out – with 60 schools in total involved.</p> <p>Sleep pilot is being launched in Feb.</p> <p>Revised parenting offer in progress including closer links between Early Help, PCNS and CAMHS.</p> <p>Multi-agency working to identify and provide support to babies and families with SEND from the earliest opportunity</p> <p>The pilot programme Cobalt Education to Employment is in the second year</p> <p>Completed the post-16 review and developed actions</p> <p>North Tyneside Council Employment and Skills Service and Tyne Coast College working to deliver a progression strategy for adult learners</p>	<p>Reduced gaps in educational attainment</p> <p>Attendance and exclusion data</p> <p>Percentage of 16–18-year-olds not in education, employment or training</p> <p>Apprenticeship & destination data</p> <p>Hospital admissions as a result of self-harm (10-24 years)</p> <p>Increase in adult learning completers in education / employment across the lifecourse</p> <p>Community Engagement and mobilising community assets</p> <p>Children in Care Council, SEND Youth Forum and the Youth Council</p> <p>Emotional Wellbeing Advisory Panels.</p> <p>CYP Peer Supporters for Mental Health and Wellbeing</p> <p>Engagement with the Wallsend Children's Community</p> <p>Links to other priorities</p> <p>Ensure a healthy standard of living for all</p> <p>An integrated health and care system</p> <p>The places and communities we live in</p>

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Appendix 2

Figure 1 – Attainment Gap for pupils eligible for Free School Meal, average attainment 8 score

Attainment Gap for pupils eligible for Free School Meals

● North Tyneside ● North East region ● England

Average Attainment 8 score

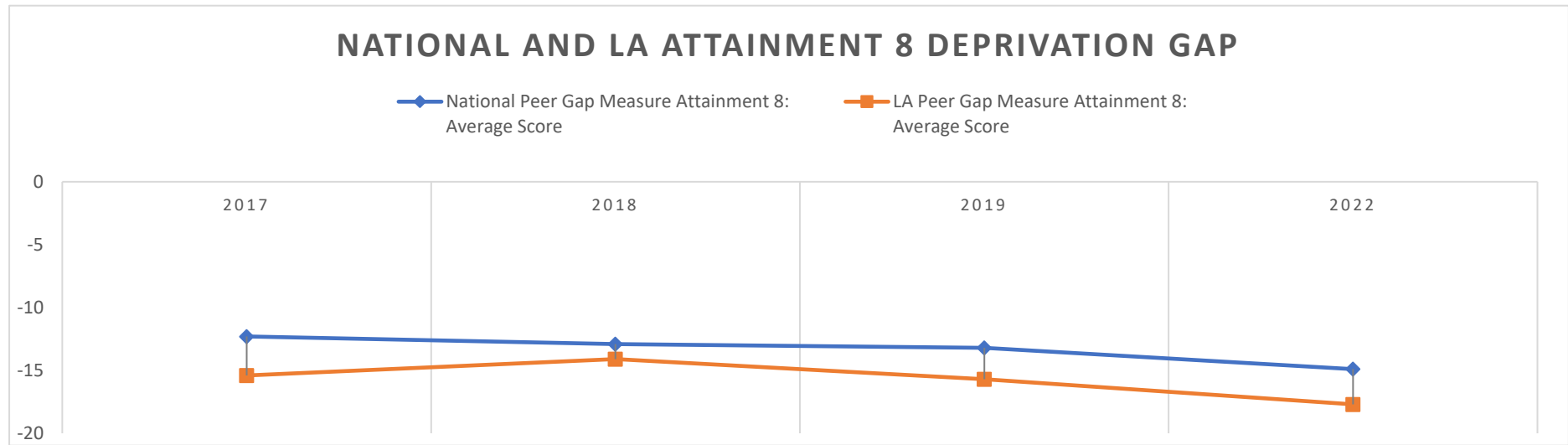


Average Attainment 8 Score among children eligible for Free School Meals (FSM)



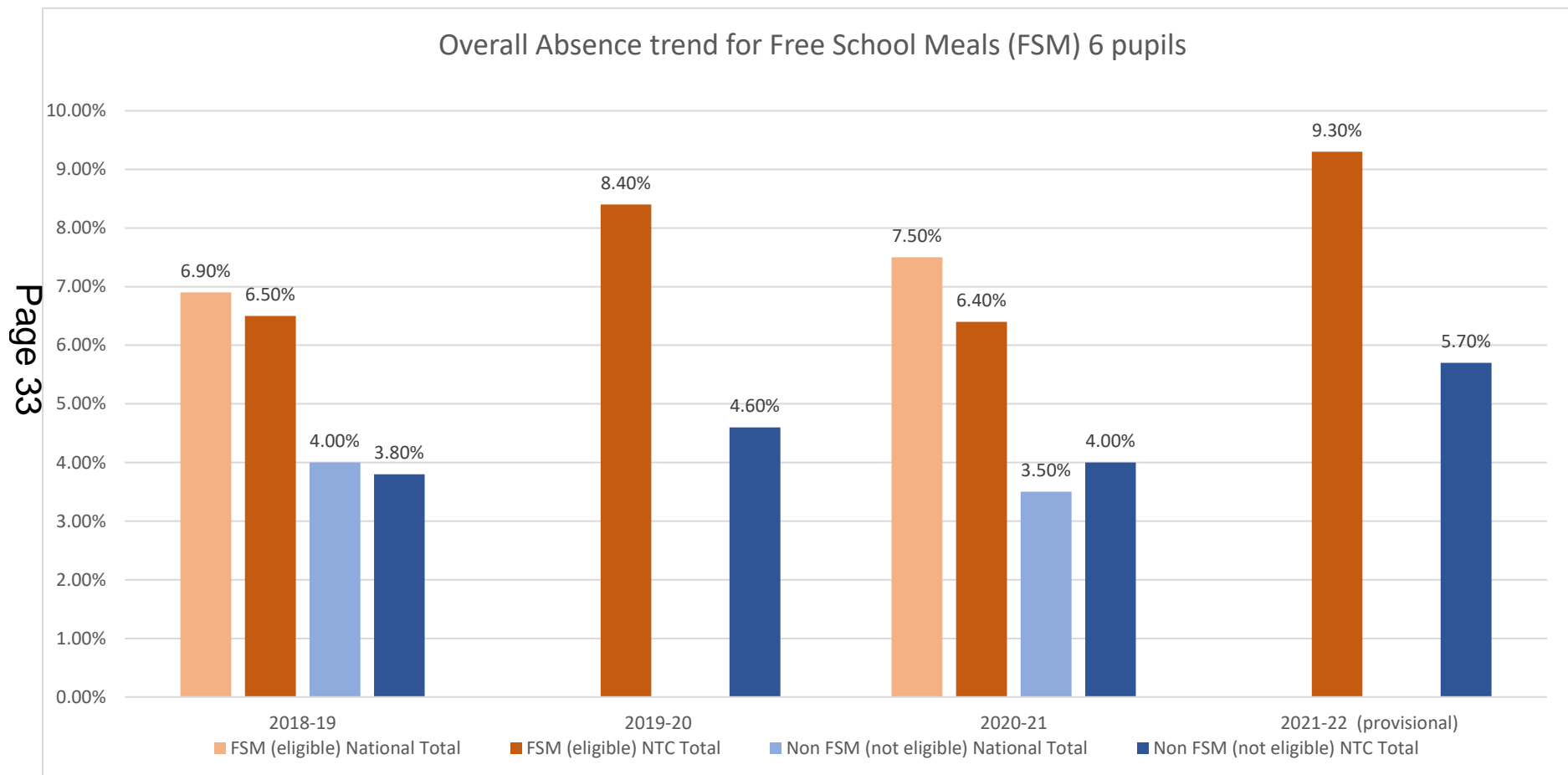
Appendix 2

Figure 2 – National and LA Attainment 8 Deprivation Gap



Appendix 2

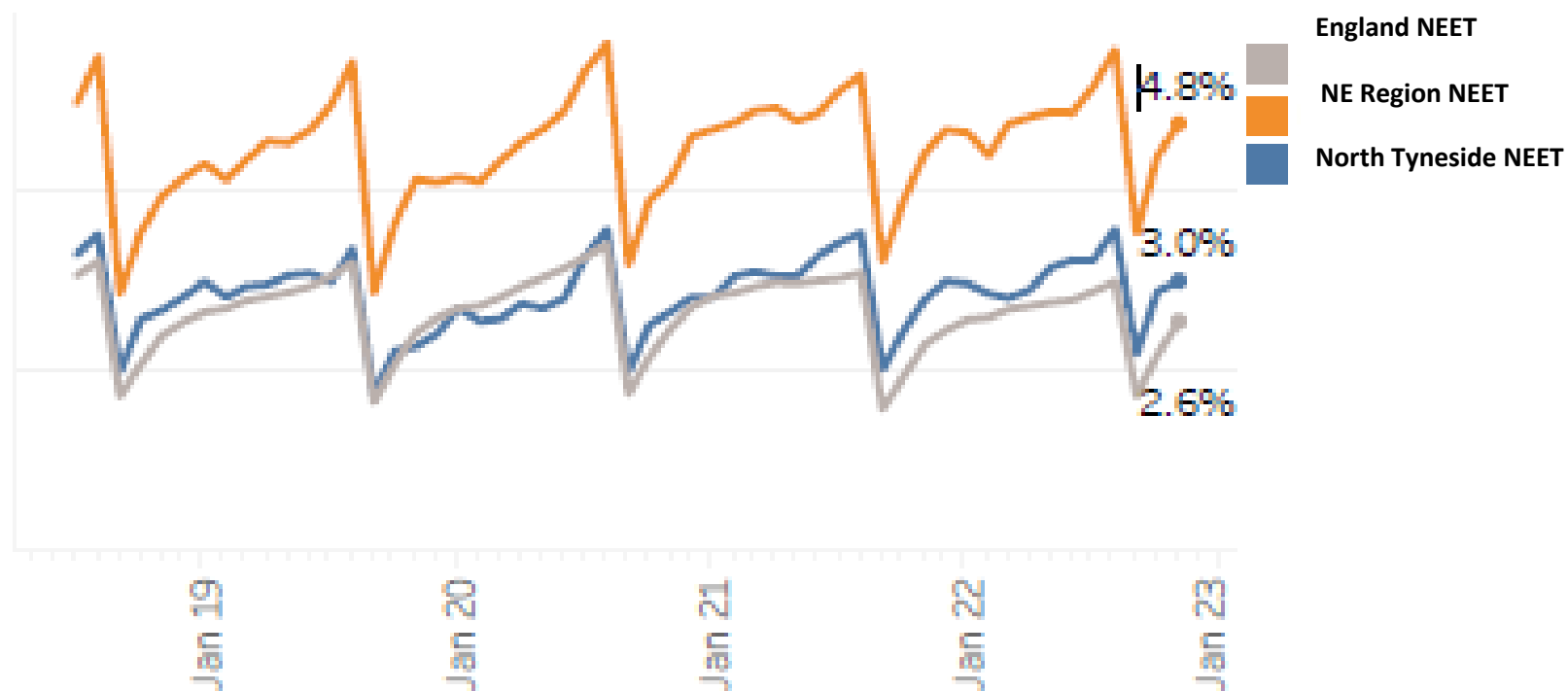
Figure 3 – Attendance and Exclusion Data (Overall Absence trend for NonFSM6 Pupils)



Appendix 2

Figure 4 – Percentage of 16–18-year-olds Not in Education, Employment or Training (NEET)

Not in Education, Employment or Training

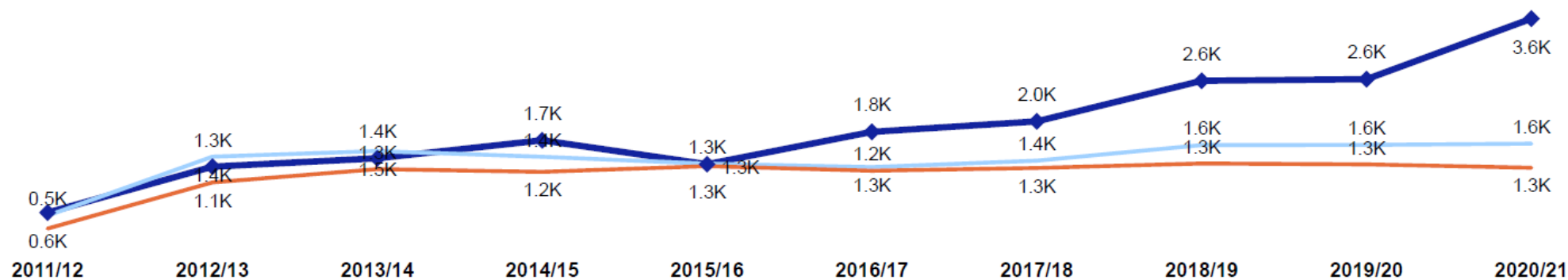


Appendix 2

Figure 5 – Number of Hospital Admissions as a result of Self-Harm (10-24 year olds)

Number of hospital admissions as a result of self-harm (10-24 year olds)

◆ North Tyneside ● North East region ● England



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Update and key themes

March 2023



www.healthwatchnorthtyneside.co.uk

0191 263 5321

1. April 22– February 23

This report provides a summary of the key work areas of Healthwatch North Tyneside and the issues residents have raised with us.

In December we launched two large scale consultations:

Caring In North Tyneside 2022 – Gather carers' views and experiences on behalf of the Carer's Partnership Board. We are working closely with North Tyneside Carers' Centre and other partners to deliver this. This closed on 12 February 2023 and we heard from 675 carers.

Have your Say 2022/23 – our annual survey of resident's views and feedback about local health and care services. This closes on 28 February 2023 and so far we have heard from 546 residents (26 Feb 2023)

Results from both consultations will be shared with partners and thereafter at future Health and Wellbeing Board meetings.

**3,177 people have shared
their views and experiences
so far this year**



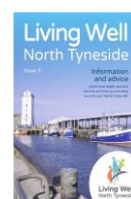
**2,186 people talked to us
at 85 events across North
Tyneside**



**580 people told us about
their views & experiences of
outpatients**

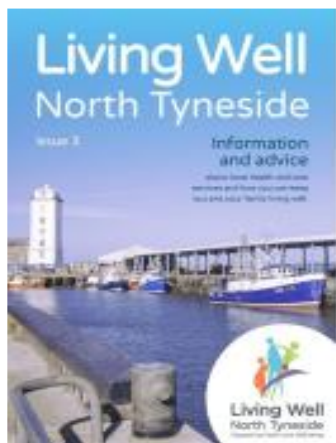


**99,000 Information
booklets
distributed since
March 22**



2. Providing Information

Healthwatch North Tyneside is commissioned to provide Information and signposting for local health and care services. Alongside providing an information service (available 5 days a week by phone, email, website and social media) we also lead particular campaigns to respond to gaps in available information which local people highlight to us.



2.1 Living Well North Tyneside booklets

95,000 copies of the third edition were posted through letterboxes of every house in North Tyneside during March and April 2022. A further 3,000 have been distributed through services and community settings, including the Warm welcome sites.

We are working with partners to agree whether a fourth edition should be prepared in spring 2023 and looking at different ways to distribute these to manage costs. Partners are keen to proceed but this depends on securing funding.

2.2 Living Well North Tyneside Website

Healthwatch North Tyneside is also an active member of **The Living Well North Tyneside Partnership**. VODA leads this project and has been working with Digital Pathfinders to respond to the feedback received since launch and make improvements to the way the site works. These improvements will be made in the coming months ahead of a campaign to raise awareness of the site.



The February Living Well Locally Board received a proposal that partners invest a further £6,000 in the IT development budget to make significant improvements to the layout of the website to make it more user friendly and to improve the search functionality. It is hoped this funding will be agreed in March 2023 so these important developments can get underway.

2.3 Supporting residents to resolve their issues

Here are some examples of how we have supported local people with their issues:

Raising a problem

We helped a North Shields couple to understand how to make a complaint about a private provider who had completed an autism assessment and a course of follow up support. The couple said they had 'been forced to go private because of the NHS waiting times for adult autism assessments'.

Breast screening appointments

A Whitley Bay resident contacted us to find out when she would be called for her breast screening appointment given it had been more than 3 years since her last check. We contacted North Tyneside's Public Health team to check for the latest information and they subsequently updated their webpage following delays to the roll out.

Signposting to other services

We met an older lady who lives in a 3rd floor flat. She said she feels very isolated, depressed, and unable to cope and was looking for a move to sheltered accommodation. Her flat also had very expensive night storage heating which she could barely afford. She had contacted her landlord who told her she would have to go online to register and 'bid' for available properties. We connected her with support from Age UK and her local library.

Finding a dentist

A resident from Wallsend was struggling to find a new NHS dentist following the closure of their practice. We advised about all the ways she could look for available practices and put her in touch with a practice we knew were taking on new patients in Benton. We also provided her with information on the registration process. She was able to register with the new dentist and thanked us for our support.

Contacting GP practices

We heard from several residents about confusion surrounding a new phone number for a GP practice. We raised this with the practice via the ICB and new communications were issued to users.

3. Healthwatch's key areas of work

3.1 Vaccine programmes

Since the launch of the Covid vaccine programme in December 2020, we have been supporting the delivery of the programme to inform and engage with residents. We are a member of the North Tyneside Vaccine Board and work closely with the Public Health team and ICB North Tyneside, alongside the services delivering vaccinations.

In Autumn 2022, 97 people shared their experiences of the Autumn booster programme for Covid and flu. We identified that some people were struggling to get a vaccine, particularly in North Shields. We worked with the NHS and council to arrange mobile vaccination buses and promote these to local residents. During November and December, the mobile vaccine units delivered 16 sessions across North Tyneside and 463 people received their jabs.

We are working with NHS North Tyneside and the Public Health team to investigate attitudes to other vaccination programmes in North Tyneside- particularly those aimed at older people – including pneumonia, and children's vaccinations.

3.2 Breast screening

We are focusing some of our activities on understanding women's health issues during 2022/23. We decided to focus on the breast screening programme in North Tyneside as we heard that there was lower take up than in previous years and local residents told us that the programme was working less well than in previous years. Annex 1 provides a summary of the report and findings, the full report is available <https://healthwatchnorthtyneside.co.uk/report/breast-screening-programme-report-nov-2022/>. The suggested actions are being considered by North Tyneside's Cancer Prevention Network.

3.3 Health inequalities

The board has received our report about the Equally Well strategy and implementation plan. We continue to 'mine' the data gathered and feed this into discussions with providers and decision makers.

The community groups involved have been sharing positively with us how the Equally Well consultation exercise has sparked the people involved to take action themselves.

We are currently working with some of the organisation's involved in the exercise to identify practical solutions to digital inclusion as part of North Tyneside's digital inclusion strategy work. This will be paid from NHS Transformation funds and will contribute to North Tyneside's digital inclusion strategy due to be shared in March 2023.

3.4 Outpatients and Patient Initiated Follow Up

NHS England is encouraging the rollout of patient initiated Follow up approaches to outpatient appointments. This gives patients the opportunity to arrange follow up appointments themselves as and when needed, rather than following a fixed set of appointments. We have worked with our sister organisation, Healthwatch Northumberland, and Northumbria Healthcare Foundation Trust to gather views of planned changes to the way some outpatients appointments are delivered. We heard from 580 people and have shared these findings with the Trust with a view to publishing information in the coming months.

3.5 Community Mental Health Transformation

We have been commissioned to support the Community Mental Health Transformation Programme to involve local people in the design and delivery of the programme. We lead this work with Launchpad North Tyneside. The focus of this work so far has been around:

The creation of a 'Crisis Café/ Safe Haven' as part of the out of hours crisis support services in the Borough. Service users are helping to decide the location, opening hours and what is involved in this new service. You can read more about service user and carer feedback

<https://healthwatchnorthtyneside.co.uk/news/community-mental-health-transformation-update/>

Ongoing support for people with more complex mental health challenges has been identified as a real gap by service users, carers and professionals involved in mental health services. We are currently working with a group of 10 residents with lived experience and statutory partners to design a new service that will better support people to live well, connect to their communities and get the support they need. From this work a range of other issues have emerged that are being further investigated by the programme team.

3.6 Social care

We are hearing more about people's experiences of social care including self-funding, local authority funded and Continuing Health Care funded arrangements.

Key issues appear to be:

- Challenges sourcing providers of care packages, including people being placed in residential care when a suitable home care was not available.
- Support and information for carers.
- Resolving quality issues.
- Support for people paying for their own care.

In addition, we are commissioned by North Tyneside Council to help them to understand people's experiences of their adult social care support. We conduct detailed interviews with selected service users from different teams to understand how person centred the social care services are. Feedback has been broadly positive about the role of social workers and the relationships they form with their clients.

3.7 NHS system change and service user voice

We are working with the 13 Healthwatch organisations across the North East and North Cumbria ICS footprint to work with the ICS to ensure local people's voices are heard in the new arrangements and that the statutory role of Healthwatch is understood. A representative of the Healthwatch Network will have a seat on the ICB (non-voting).

We have successfully secured funding from the ICB to support the Healthwatch Network to work with the ICB at area ICP (North of Tyne and Gateshead for us) and region wide and are putting a new structure in place. Healthwatch North Tyneside has been leading these negotiations and will be holding the funds on behalf of the Healthwatch Network in the North East and North Cumbria.

More locally we are working closely with our neighbours at Healthwatch Northumberland and Healthwatch Newcastle and Gateshead regarding common themes across our North of Tyne and Gateshead area.

4. Key themes in the feedback gathered so far this year

Issues we have raised with providers and decision makers:

Urgent response to falls – Through the Aging Well board and directly with NEAS we have been raising concerns about long waits for lower priority ambulance calls including trips and falls. This has been an issue throughout the year, with recent pressures on the ambulance system exacerbating the issue.

Transport costs and the cost of living – We take every opportunity to raise concerns about transport costs for residents and the impact this is having on people's health and wellbeing. This includes: cost of taxis for people who rely on them, access to public transport to key services and car parking at hospitals and other key sites. As a result of our feedback, one GP practice has agreed to support necessary taxi costs if a patient is required to be seen at a different site.

Continuing health care and care package issues – we have raised individual cases with North Tyneside Council and ICB North Tyneside when people approach us about challenging situations with care packages, delays to services or people appearing to not be getting the quality support they need.

Connections between primary and urgent care – With systems under pressure, we continue to highlight the relationship between primary care and urgent and emergency care. People tell us that they often feel forced to access urgent and emergency care services because they cannot get support within primary care services. Planning for these services needs to be considered together.

Follow up contact with 111/999 – We have raised residents' concerns about waiting for support from 111 and 999 and a suggestion from some residents that they would like a way to be able to contact 111/999 with an update that is separate to the main numbers. NEAS are looking at systems used in other regions.

User and carer involvement – We continue to champion user and carer involvement in service development and strategies including the updating of the Mental Wellbeing in Later Life Strategy refresh.

Initial feedback from our annual survey

At the point of writing, our annual survey asking people about their views and experiences of health and care services in 2022 is about to close. We have heard from 546 residents and their feedback will be shared with commissioners and providers.

Initial analysis of the data collected so far indicates:

Quality of care is high – Generally people tell us that they value the quality of care and score this highly.

Staff are doing their best – People appreciate the pressure on staff and for the most part think that staff are doing a very good job. When strikes are mentioned, people told us they support the action although they are disappointed by the impact.

Delays and cancellations are an issue – 50% of respondents told us that their treatment or care had been affected by delays, cancellations or other problems with access.

Waiting times are a real concern for some specialism and services – We are getting a picture of challenges within particular services.

Sense that services are getting worse – over 50% of respondents told us they felt services last year were worse than the previous year. It seems many people expect services not to work well and are resigned to poorer quality than they would like.

Some people are paying for private treatment because of delays – several people have told us that they have paid for private treatment at NHS and private facilities, due to waiting times and delays. Separately, we have heard wide concerns about limited access to NHS dental treatment and ‘feeling forced to go private’.

Cost of living crisis impacting on health and wellbeing – whilst many people have told us that cost of living has had limited impact, others have shared very difficult stories about cutting their heating; becoming virtually housebound because they can not afford to join in activities; cancelling gym, swimming and other activities; access to nutritious/high quality food and impact on stress and mental health.

Transport continues to be a concern for many – Cost of living impacts and affordability has been highlighted as well as reliability and access to public transport. Access to hospitals has been particularly highlighted, but also access to more local services (GP, pharmacy etc).

5. Key work coming up for Healthwatch North Tyneside

- Deliver a project with North Tyneside Council to understand the experiences of **care homes during Covid** to record and acknowledge experiences and identify lessons for the future from residents, families and providers.
- Set up and deliver a project to understand people's experience of **hospital to home** in North Tyneside to identify what is working well and what could be better.
- Conclude **digital inclusion** engagement activities.
- Develop research project for **audiology** services in North Tyneside and Northumberland with Healthwatch Northumberland and The Newcastle Upon Tyne Hospitals NHS Foundation Trust.
- Analyse carer's experiences through **Caring in North Tyneside in 2022** and share findings.
- Conclude our **annual survey**, analyse and share findings.
- Develop **learning disability and autism** focused engagement activities funded by North Tyneside Council.
- Continue **Community Mental Health Transformation** work.
- Identify priorities for **2023/24 Healthwatch work programme**.

Annex 1 – Breast Screening report summary

During the evidence gathering exercise, we worked closely with the Public Health team at North Tyneside Council and providers to provide regular feedback about what people were telling us and highlight ways services could be improved. This included ways that the invitation system could be improved, issues about parking and issues that individual women raised with us about their personal situations. Several changes to the breast screening programme were implemented during the time this survey was open. Some of these were as a direct result of the feedback gathered here.

The Breast screening programme is designed and commissioned nationally, and there is limited local control of how some elements are delivered.

We would like to thank the residents of North Tyneside for sharing their views, the services involved for listening to what people are saying and particularly the Public Health team at North Tyneside Council who have prioritised improving this screening service for residents. Our thanks also go to our partners for their support in sharing the survey, our volunteers for helping to gather feedback from the public, and the staff of the mobile screening unit at North Tyneside General Hospital for giving our survey to people attending their screening appointments.

Highlights of the information gathered

People were grateful to have access to the screening process and felt the experience was very good. For most people, the process ran smoothly from start to finish, information was clear and accessible, and the staff were kind, reassuring and efficient. However, for some, the booking process was difficult and the choice of venues was inconvenient for both travel and parking.

It is clear from the feedback that the service makes a significant effort to reduce barriers to participation. The invitation/ booking process was improved during the survey period, and many people said it was easy to change their appointment time or venue to a more convenient one.

Those not invited to participate in the programme would like to be better informed of when to expect their screening and notified of delays. There is an appetite for widening the scope of the programme and/or sharing the

reasoning for the cut-off points and publicising how to access the service for people outside the age range.

- There is a strong sense from the people that responded that they wanted to access the screening programme. Although we know from our wider engagement activities that people less keen on the screening programme did not complete the survey.
- Of 314 people responding to the survey, 64% (200) had been invited to participate in the breast screening programme. Of those invited, 75% (147) tried to book an appointment.
- The programme is generally felt to be of very high quality and people are grateful to have the opportunity to participate.
- Ratings are very high for all aspects of the process:
 - Being invited – **4.6** out of 5 stars
 - Booking an appointment – **4.5** out of 5 stars
 - Attending an appointment – **4.8** out of 5 stars
- Methods of invitation changed during the survey period. The majority felt that all worked efficiently. There are examples, however, where people have been contacted multiple times by several different agencies.
- A small number of people were frustrated by difficulties making phone and online bookings, or about the appointments that were available. Many more people said these systems could be improved.
- Some people told us that they were contacted on multiple occasions by different teams 'chasing them up' to book an appointment. Some of these chase up calls were to people who had not been invited or had already booked their appointment or had been screened. Data from North Tyneside Council's public Health team indicates that 30% of the 936 women they spoke to had already booked their appointment.
- Responses were particularly positive about staff at screening appointments. People felt staff were kind, reassuring, respectful and efficient.
- Comments suggest that the screening process itself runs smoothly and efficiently.
- Travel and parking concerns were mentioned as a cause of worry when attending appointments.
- Some people would like to be able to access screening outside the age criteria of the programme. Not everyone was aware this could be requested.
- People would like to know when their screening is due.

- Responses from 25% (50) who did not book an appointment show 15 were put off by problems with access (either booking or venue) or previous bad experiences.

Suggested actions

The following suggested actions are based on what we have heard from local residents, including the responses to the survey. They aim to improve the experience of the screening programme for local residents. We recognise that some of these actions would take significant re-design of the screening programme at a much broader scale than North Tyneside and highlighted which actions we think are within the control of the local system.

Local System

1. Continue to remain open and responsive to feedback, particularly that which may put people off participating in the programme.
2. Continue to monitor invitation and booking systems, so they work efficiently for users. In particular, continue to offer timed appointments at first contact with a resident rather than asking them to contact the service to make an appointment – this change was introduced due to local lobbying by partners to this project.
3. Improve coordination of the invitation process to improve take up of screening opportunities. Currently, Public Health teams, GP Practice teams and the Screening Programme team all work from copies of the same patient list which is not automatically updated between the three teams. This can result in some individuals being invited multiple times or invited after they have already been screened.
4. Review the location of venues across the borough, considering travel, free parking and accessibility, and including clear instructions on where to go and where to park. Since this survey closed, an additional screening unit has been sited in the Whitley Bay area.
5. Review the staffing of the booking line to ensure users get a consistently prompt response to their enquiries.
6. Invest in an online booking/change booking system that allows people to select a time and venue that works for them, rather than the online form that generates a call back from a member of the booking team. Look at

ways this could be integrated with other online and app developments within the NHS. This exists in other parts of England.

7. Improve information about the practicalities of an appointment – choice of venues, public transport, location, parking arrangements, support with travel costs etc – at the point of invite.
8. Continue to support the staff teams to provide the high level of care we have heard about.

National

9. Consider re-designing the trigger for people being called for a screening appointment so it is based on when an individual is due rather than the programme being focused on the rolling programme of GP practices as is currently designed. This would help people to know when they are due as an individual and avoid women who switch practices missing out.

Local and National

10. Improve the availability of information about the screening programme and how to access screening outside the age criteria of the programme.