

14 June 2021

Agenda Item: 9

REPORT OF THE DIRECTOR OF PUBLIC HEALTH

PUBLIC HEALTH PERFORMANCE AND QUALITY REPORT FOR CONTRACTS FUNDED WITH RING-FENCED PUBLIC HEALTH GRANT (1 OCTOBER 2020 TO 31 DECEMBER 2020)

Purpose of the Report

1. To enable Members to scrutinise the performance and quality of services commissioned by Public Health (PH)

Information

2. This report provides the Committee with an overview of performance for Public Health commissioned services funded either in whole or in part by PH grant, in October to December 2020 against key performance indicators related to Public Health priorities, outcomes and actions within:
 - a). the Public Health Service Plan 2020-2021;
 - b). the Health and Wellbeing Strategy for Nottinghamshire 2017-21; and
 - c). the Authority's 12 Commitments as set out in the Council Plan 2017-21.
3. A summary of the key performance measures is set out on the first page of **Appendix A**.
4. Appendix A also provides a description of each of the services and examples of the return on investment achievable from commissioning public health services. Furthermore, it provides a breakdown of some commissioned services at District level.
5. Quarter three began as some further easing of the strictest form of lock-down restrictions due to COVID 19 continued. However, this quarter was the most erratic quarter in terms of COVID impact on service provision with the relaxation of restrictions and some temporary restoration of service delivery to the 'new normal' for the first month. Then on 31st October, the Prime Minister announced that England would go into a second lockdown from 5th November.
6. Under Tier 2 Restrictions to the end of October, some providers who had previously only been able to provide digital interventions were delivering COVID safe, face to face services.

However, from 5th November digital provision resumed. The digital provision was re-visited when Nottinghamshire transitioned into Tier 3 from 4th December and there was a hope that some further face to face work could be undertaken however, due to unease from some community assets and service users alike and the introduction of Tier 4 on December 22nd this did not materialise.

7. Another pressure faced by providers this quarter, which was more acute than in the previous two quarters, was staff either getting COVID or having to self-isolate.
8. The Public Health team continued to monitor performance and where any issues were identified, officers worked in partnership with providers and wider stakeholders to find solutions to mitigate against the issues. Public health continued to review the challenges on a regular basis across the County, identifying the pressure points and working collaboratively to support provision of the commissioned services to our residents.
9. Public health officers maintained a close dialogue with providers during this quarter to ensure that the Authority continued to be assured of the best performance in the circumstances and safe practices and that services were being provided in line with emerging and changing guidance.
10. The good working practices born out of the need to work differently in quarters one and two were maintained in this quarter and will form part of service provision moving forward so that the Authority and residents do not lose the positive changes made.

NHS Health Checks (GPs)

11. Quarter three continued to be a pressured time for GP practices as they responded to the additional challenges in responding to the COVID 19 pandemic. Activity on this preventative programme remained at a reduced level in this quarter as part of the response to the pandemic.
12. Further to ongoing reviews, payment continued on actual activity delivered in quarter three as there was an expectation that GP practices would gradually restart the NHS Health Checks programme alongside other recovery activity based on emerging guidance.
13. The aim of this programme is to help prevent heart disease, diabetes, stroke, kidney disease and certain types of preventable dementia by offering a check once every five years to everyone between the ages of 40 and 74 who has not already been diagnosed with one of these conditions.

Integrated Sexual Health Services (ISHS) (Nottingham University Hospitals (NUH), Sherwood Forest Hospital Foundation Trust (SFHFT) and Doncaster and Bassetlaw Hospitals (DBH)

14. The ISHS is provided by the three NHS Trusts in Nottinghamshire. In quarter one, as part of the response to the COVID-19 outbreak, sexual health staff were redeployed to other duties in the hospitals. However, in line with quarter two, in quarter three all three providers had more staff returned to their services as pressure on the COVID and A&E wards reduced. However, staff absence due to COVID was higher in this quarter.

15. Emergency and essential sexual health and contraception services including sexually transmitted infection responses (genital warts/molluscum contagiosum) and insertion and removal of long acting reversible contraception (IUD/S and Implants) continued. Pre-procedure consultations were undertaken remotely by telephone to ensure the service user (or anyone living in their household) was free of COVID 19 symptoms and that the service user was suitable for the relevant procedure. The remote consultations helped to reduce the length of time that service users were in the hospitals. Home treatments were given where possible.
16. PrEP medication taken by HIV-negative people to prevent infection continued to be supplied to service users (predominantly men who have sex with men) having previously only been available to those on the PrEP trial, became routinely available to residents via all three NHS Trusts from October.
17. Social distancing for examinations and the procedures themselves could not be maintained but requisite infection prevention control measures and PPE guidance was followed. All sexual health staff used disposable plastic aprons, disposable latex gloves, fluid resistant masks and face visors and service users were asked to wear fluid resistant masks too. Social distancing in waiting rooms and staggered appointment times helped to reduce the risk of exposure to COVID 19.
18. Alternative means to health promotion were established in quarter three and risk assessments and plans for opening some spoke clinic settings were underway when the county went into a further lockdown.

Young People's Sexual Health Service- C Card (In-house)

19. The C-card scheme is a free and confidential advice and condom service for young people living in Nottinghamshire.
20. The service is popular with young people and with the reopening of schools, the service was able to resume some of the service during quarter three.
21. The Authority officer continued to work with pharmacies in Nottinghamshire, providing advice about managing possible increases in demand, possible delays in receiving supplies and minimising contact by preparing bags of condoms in advance. The officer produced weekly on-line guidance and resources for youth workers to enable them to distribute condoms safely in their areas. The website was updated to inform young people how they could access condoms during the pandemic. Furthermore, training was moved on-line and both registration and refresher training sessions have been provided.
22. The officer continued working with our sexual health providers to streamline the provision of condoms by post.

All Age Alcohol and Drug Misuse Services (Change Grow Live) (Jointly funded with the PCC)

23. CGL continued to provide this critical service in line with emerging guidance. A number of face to face appointments took place in October with service users, including with those younger service users who most needed 1:1 contact.
24. The service is still dealing with more service users than had originally been anticipated when the Council went out to tender albeit there was a slight decline in the number of people in structured treatment in quarter three.
25. CGL returned to face to face screening for blood borne viruses on site but continued to offer the postal service as an alternative treatment option. The choice to take up the postal option will remain in place.
26. The Provider has been utilising their outreach van to deliver several needle exchange pop ups in various locations where pharmacies are no longer able to provide these services including Eastwood and Harworth.
27. CGL sub-contract Hetty's to provide support to family members affected by someone else's drug or alcohol misuse. 116 individual family members were supported in quarter three, accessing 572 sessions. Hetty's offer a valuable service and a real lifeline to families.

Integrated Wellbeing Service (ABL - Your Health Your Way (YHYW))

28. The recovery plan in quarter three aimed to support a return to face to face service delivery safely. This involved refining risk assessments and working with venues across Nottinghamshire to ensure that safety measures were in place. Unfortunately, a large number of community buildings did not reopen following the easing of restrictions which hampered these efforts.
29. ABL began delivery of some COVID safe face to face indoor physical activity and weight management sessions in October, however with the introduction of Tier three and then Tier four restrictions, digital provision had to return.
30. In recognition of the variation in health risk behaviours across the county, ABL is incentivised to deliver 60% of service outcomes in the 40% most disadvantaged communities and they are working well towards this aim.
31. All aspects of the smoking cessation service are being provided remotely.
32. Remote working has its challenges, but service user feedback has been positive and many have reported that having contact with ABL advisors has been a lifeline to some in regard to their mental wellbeing. Outcomes are also improving with one service user stating: "YHYW contacted me right away during lockdown, they were very helpful and booked me in to start the 12-week course, to be honest I was sceptical at first as I had tried to lose weight so many times before. However, the support has been fantastic, I would recommend YHYW I feel healthier and happier, during the 12 week I lost 1 stone 3 lbs. Both my sisters have now self-referred themselves, you can do it too, give it a go. Thank you YHYW you are a great team."
33. The total number of contacts recorded since the start of the contract is just over one hundred thousand.

Illicit Tobacco Services (In-house)

34. In quarter three, officers resumed visits to make test purchases at premises about which intelligence had been received on the sale of illicit tobacco products. One shop has been closed down and has been turned into living accommodation; fines have been issued in other cases and money seized from other premises will not be returned to the illegal sellers as the Proceed of Crime Act have been agreed by the court.
35. Unfortunately, the number of home sellers rose sharply during lockdown and there are now complaints about 30 people selling from their homes. Whilst these can be difficult to prove, a bank restraint was made on a large quantity of money following a seizure from a house in Mansfield with one of the residents pleading guilty and awaiting sentencing.

Domestic Abuse Services (Notts Women's Aid, JUNO Women's Aid and Equation) (Jointly commissioned with the Police and Crime Commissioner)

36. The Domestic Abuse service continues to be challenged by the complexity and numbers of cases in quarter three as further detailed below. Staff have started to return to workplaces and visiting of service users resumed where it was safe to do so.
37. Together with the higher volume of calls, the calls themselves are getting longer as the complexity of need increases. There has also been an increase in service users with English as a second language. Providers are holding survivors in their services for longer, which means that waiting lists are growing and staff are overwhelmed. The situation has not been helped by delays in the court system.
38. The prevention promotion and training service continued on-line during this third quarter to improve the domestic abuse information available for professionals and young people across the County.
39. The services were ready for face to face contact, with children and young people finding remote delivery challenging but had to resume remote contact in line with government guidance.

Healthy Families (Nottinghamshire Healthcare NHS Foundation Trust)

40. This service provides help and support to families with children from birth to 19 years of age to ensure the health and well-being of children and young people. The healthy child programme provides a framework to support collaborative work and a more integrated service delivery. Further detail is provided at Appendix A.
41. The teams have continued to work innovatively to overcome challenges in the 'new normal'. The provider has continued to deliver all elements of the service using a blended approach of face to face contacts, telephone and digital platforms to support the most vulnerable children, young people and their families as well as deliver all the universal and targeted elements of the core offer.
42. The provider management team has actively engaged their staff through Listening Events, learning from their feedback to ensure they have shared the successes of what has worked

well for them and the service users and understand their challenges so they can wherever possible adapt the way they work.

43. In quarter three the provider focused on increasing time spent in face to face contacts and where there is availability of venues, increased the number of sessions to undertake the mandated reviews.
44. During this third quarter the provider has demonstrated that using a blended approach to service delivery has seen significant improvements in areas where they have struggled to meet performance targets previously. Any dips in performance have been largely due to parents declining reviews with the service due to anxieties in relation to the pandemic and in part due to an administrative oversight which the service has now rectified.

Oral Health Promotion Services (Nottinghamshire Healthcare Trust)

45. Nottinghamshire's specialist Oral Health Promotion Team works to improve oral health within local communities and among vulnerable groups by delivering training for the health, social care and education workforce, a supervised tooth-brushing programme in targeted primary schools (with linked nurseries) and health promotion activities such as the provision of tooth-brushing packs to one-year olds.
46. The supervised tooth brushing scheme was suspended in line with Public Health England advice early in the pandemic. During quarter three, when schools were open, regular remote communication was maintained by the service, with schools being supported as required through e-bulletins with suggestions for learning activities around good oral health. The distribution of toothbrush packs to families with one-year olds remained problematic due to limited face to face contacts in the quarter.

Homelessness (Framework)

47. The service provides intensive support in short term hostel accommodation (up to 18 weeks) and less intensive support in Move On accommodation (typically for six months, and up to a maximum of 12 months) aimed at enabling the service user to achieve a range of outcomes including self-care, living skills, managing money, motivation and taking responsibility, social networks and relationships, managing tenancy and accommodation, reducing offending and meaningful use of time.
48. Framework had to revise the service provision substantially during this period with less emphasis on moving people on from hostel and move on accommodation. The services commissioned by public health continued and the outcomes remain good.

Other Options Considered

49. None

Reason/s for Recommendation/s

50. To ensure performance of Public Health services is scrutinised by the Authority

Statutory and Policy Implications

51. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

52. Robust performance and quality reporting ensures that financial implications are monitored and reviewed effectively to minimise financial risk to the council.

Public Sector Equality Duty implications

53. Monitoring of the contracts ensures providers of services comply with their equality duty. Equality performance is a standing agenda item of review meetings and providers are asked to provide case studies celebrating success and showing how complaints, if applicable, are resolved.

Safeguarding of Children and Adults at Risk Implications

54. Safeguarding is a standing item on contract review meeting agendas and providers are expected to report any areas of concern allowing the Authority to ensure children and adults at risk are safe.

Implications for Service Users

55. The management and quality monitoring of contracts are mechanisms by which commissioners secure assurance about the safety and quality of services using the public health grant for service users.

RECOMMENDATION

- 1) The Adult Social Care and Public Health Committee considers whether there are any further actions it requires arising from the information in this report.

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Constitutional Comments (CEH 11/05/2021)

55. Adult Social Care and Public Health Committee have the delegation under its terms of reference to consider this report and the recommendation.

Finance Comments (DG 11/05/2021)

56. There are no direct financial implications arising from this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

Electoral Division(s) and Member(s) Affected

All