

COMMUNITY LEADERSHIP SCRUTINY COMMITTEE

Tuesday, 27 August 2019

6.00 pm

Committee Room 1, City Hall

- Membership: Councillors Jane Loffhagen (Chair), Naomi Tweddle (Vice-Chair), Liz Bushell, Bill Bilton, Jackie Kirk, Sue Burke, Helena Mair, Lucinda Preston, Alan Briggs, Christopher Reid, Hilton Spratt, Rosanne Kirk and Donald Nannestad
- Substitute member(s): Councillor(s) Kathleen Brothwell and Gary Hewson
- Also in attendance: None.
- Officers attending: Democratic Services, Simon Walters and Angela Andrews

A G E N D A

SECTION A	Page(s)
1. Confirmation of Minutes - 15 July 2019	3 - 8
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Social Isolation Scrutiny Review - Overview	
The Committee will be shown the following two short films as part of this item:	
<ul style="list-style-type: none">• The role of Social Prescribing• Crisis Line – Mental Health Hub and Spoke Initiative	
4. Meeting with Victoria Sleight, Neighbourhood Lead (Lincoln City South) - Lincolnshire Partnership Foundation Trust - 15 July 2019	9 - 16
5. Amanda Sowerby - Operations Director, Age UK (Lincoln and South Lincolnshire)	
6. Rachel Bethell - Marketing and Outreach Officer, The Network	
7. Malcolm Ryan - Service Manager, Carers First in Lincolnshire	

8. A Representative - University of Lincoln

9. Work Programme - 2019/20

17 - 22

Present: Councillor Jane Loffhagen (*in the Chair*)

Councillors: Alan Briggs, Sue Burke, Liz Bushell, Jackie Kirk, Rosanne Kirk, Helena Mair, Donald Nannestad, Lucinda Preston and Naomi Tweddle

Also in Attendance: Ben Barley and Sian Wade

Apologies for Absence: Councillor Bill Bilton, Councillor Christopher Reid, Councillor Hilton Spratt, Councillor Laura McWilliams and Simon Colburn

6. Confirmation of Minutes - 11 June 2019

RESOLVED that the minutes of the meeting held on 11 June 2019 be confirmed.

7. Declarations of Interest

No declarations of interest were received.

8. Scrutiny Review into Social Isolation - Introduction

Graham Watts, Democratic Team Leader and Elections Manager:

- a) presented the committee with a brief introduction of Social Isolation in the city of Lincoln
- b) outlined the purpose of the review which was to investigate:
 - how prevalent social isolation actually was in Lincoln and why it was occurring
 - what support was currently in place for people suffering from isolation
 - whether the current support was sufficient to address the issue of social isolation
- c) introduced the key witnesses that were taking part in this introductory review which were:
 - Councillor Rosie Kirk, Portfolio Holder for Reducing Inequality
 - Councillor Donald Nannestad, Portfolio Holder for Quality Housing and representative on the Health and Wellbeing Board
 - Andrew McNeil, Assistant Director, Housing and Investment
 - Ben Barley, Chief Executive Voluntary Centre Services
 - Sian Wade, Network Co-ordinator, Active Faith Network
- d) explained that a previous meeting had taken place with Victoria Sleight, Neighbourhood Lead, Lincolnshire South, of the Lincolnshire Partnership Foundation Trust as she was unable to attend this review and further evidence was gathered.

9. Scrutiny Review Into Social Isolation - Evidence Gathering

(a) Donald Nannestad - Portfolio Holder for Housing

Donald Nannestad, Portfolio Holder for Housing:

- a) provided a brief presentation to the committee in relation to Social Isolation
- b) highlighted a number of key topics surrounding social isolation which included:
 - Social Prescribing Referrals and case studies on how it had been successful
 - Difficulty in accessing transport
 - The Compassionate Frome Project - mapping the local agencies and community groups and giving patients the support they needed through Health Connectors and Community Connectors
 - Ageing Better East Lindsey – A National Lottery funded programme set up by the Big Lottery Fund which supported people later in life with activities in the local community to help combat social isolation and loneliness
 - Men's Sheds – a group where older men could meet up for a chat and take part in numerous projects
- c) invited members' comments and questions.

Question: What was meant by prescribing Social Referrals?

Response: People could be referred to a programme by their GP's who struggled socially. GP's had experienced a lot of regular patients turning up for appointments who hadn't seen anyone for days. These groups helped people overcome barriers of being isolated.

(b) Ben Barley - Voluntary Centre Services

Ben Barley, Voluntary Centre Services:

- a) provided a brief presentation on the involvement the Voluntary Centre Services had in relation to Social Isolation
- b) explained that with regards to Social Prescribing a group was set up in 2017 with the neighbourhood team in Gainsborough and it was a challenge getting people to engage. They worked with Lincolnshire County Council, Fire and Rescue and the DWP helped with referrals
- c) informed that a group was funded to enable the Health and Wellbeing Board and the CCG (Clinical Commissioning Group) to take referrals
- d) highlighted that there was 1 navigator in each Neighbourhood area of Lincoln
- e) stated that in the last 6 months, the NHS launched a long term plan for primary care networks and funding could be accessed through navigators to deliver the service
- f) invited members' comments and questions.

Question: Were there any case studies to represent the outcomes of the work that had been carried out?

Response: Yes, there had been. Ben Barley agreed to circulate case studies to members in due course.

Question: It was recognised that 250 people turning up for support from one individual was excessive. How long would they be supported for?

Response: Generally 12 weeks, but this could be longer. There were different levels of support which then lead to signposting.

Question: Were the services provided by Volunteers or trained staff?

Response: Yes. Some charities/volunteers had worked with local organisations to help signpost sufficiently.

The Chair added that navigators were based at Volunteer Centres to provide a good level of advice.

Question: Was there an alternative way of helping individuals that weren't dependant on the service?

Response: Not at the moment, it was definitely a balancing act.

Question: Was there a sufficient amount of take up from individuals?

Response: There was a good take up in Lincoln. Most GP's had taken part but referrals were continuing to increase.

Question: Was it possible for a referral procedure to be sent to the committee?

Response: Ben Barley to circulate.

Question: How do people who don't ask for help get the support they need?

Response: It was still a huge challenge for the people who were at home alone. The Voluntary Centre Services worked closely with the Fire and Rescue to help identify people in need of support.

(c) Sian Wade - Active Faith Network

Sian Wade, Active Faith Network:

- a) provided a brief introduction on the work she did with the Active Faith Network to help tackle Social Isolation
- b) explained that an audit was carried out in 2015 which highlighted the following:
 - there were 353 projects currently ongoing in the City Centre
 - a poll was carried out on a churches Facebook group and the feedback was that people didn't know who their neighbours were, people weren't aware of the groups that had been set up and that most of those groups were during the day so people who worked were unable to attend. There were also a couple of responses in relation to young mums on RAF bases

that felt isolated and people who were new to the city didn't feel welcome or accepted.

- c) stated that encouraging participation was a key thing and that transport made participation more difficult
- d) highlighted a number of groups that were currently running which were:
 - Butterflies – paper sessions for women
 - Assist in Cherry Willingham – a project where people could call at any time to be transported around the city
 - A gap in these groups was identified and there was no support to help people/families who had recently moved into the city. Families now received a welcome box which provided goodies for families and information on which groups to attend.
 - Lunching clubs and church café's for people to meet up
 - Libraries and community hubs had proved to be very successful
- e) Invited members comments' and questions.

Question: Do individuals who speak a different language get enough support?

Response: Training was currently taking place with some people from Derby who were experienced in that area. There were connectors in Sincil bank that provided a huge amount of support for people who didn't speak English as a first language.

Question: How were those families found?

Response: Most families were found through the Syrian settlement and were signposted to the Mosque etc.

Question: How were single parents being helped/supported?

Response: There were no specific groups identified that targeted single mums.

Question: What website was used to signpost?

Response: It was called Connect To Support. Sian agreed to send the website information to the committee.

(d) Rosie Kirk - Portfolio Holder for Reducing Inequality

Rosie Kirk, Portfolio Holder for Reducing Inequality:

- a) briefly outlined her role and responsibilities as Portfolio Holder
- b) highlighted a number of issues relating to social isolation:
 - Neighbourhood boards could be utilised to help in the communities with Social Isolation
 - Working from home was a major cause of Social Isolation
 - Events such as Share the Care group which enabled carers to socialise with other carers
- c) invited members comments and questions.

Question: Did things like Google Home/Alexa help with Social Isolation?

Response: There wasn't proof that they helped with social isolation but things like music etc. did.

Question: Could something be done to help students become more sociable?

Response: There was some work taking place in Sincil bank which included the Good Neighbour Scheme. The chair highlighted other neighbourhood areas in the city as Sincil bank was the only one that was resourced.

Members were supportive of the neighbourhood boards becoming more involved in events to help combat social isolation however there were some concerns around liability insurance, first aid and health and safety as it was difficult to fund and members of the neighbourhood boards would require support when organising such an event. Suggestions were made around a checklist being put together which would help people prepare for an event rather than be seen to put people off.

10. Scrutiny Review Into Social Isolation - Next Steps

Graham Watts asked Members and Officers for suggestions of any other external representatives that would be useful to involve in the next part of the review on Social Isolation.

Members and Officers suggested the following:

- The Network
- University of Lincoln and Bishop Grosseteste
- MacMillan/Bereavement Services
- National Citizen Service
- Carers First
- Public Health (Lincolnshire County Council)
- Age UK Limited

RESOLVED that the suggestions be noted.

11. Scrutiny Review into Integrated Communities - Introduction

The scoping document for this review was noted.

12. Work Programme 2019/20

Jess Cullen, Democratic Services Officer:

- a. presented the draft work programme for 2019/20 as detailed at Appendix A of her report
- b. advised that the work programme for the Community Leadership Committee was put forward annually for approval by Council; the work programme was then regularly updated throughout the year in consultation with the Community Leadership Committee and its Chair
- c. reported that items had been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most

up-to-date information could be reported to the committee; the work programme also included the list of portfolio holders under scrutiny

- d. requested any relevant comments or suggestions to the proposed work programme for 2019/20.

RESOLVED that the work programme 2019/20 as detailed at Appendix A to the report be noted subject to the following:

- a) the Chair and Vice Chair to scope a work programme for next municipal year and present at the next meeting for comments.

COMMUNITY LEADERSHIP SCRUTINY COMMITTEE

REVIEW INTO SOCIAL ISOLATION

MEETING WITH VICTORA SLEIGHT, NEIGHBOURHOOD LEAD (LINCOLN CITY SOUTH), LINCOLNSHIRE PARTNERSHIP FOUNDATION TRUST – 15 JULY 2019

In attendance: Councillor Jane Loffhagen (Chair of the Community Leadership Scrutiny Committee, Graham Watts (Democratic Team Leader and Elections Manager) and Victoria Sleight (Neighbourhood Lead, Lincoln City South – Lincolnshire Partnership Foundation Trust)

The meeting commenced with an overview of the Scrutiny Committee's Scrutiny Review into the issue of Social Isolation in the City of Lincoln.

Victoria Sleight was unable to attend the meeting of the Committee to be held later on 15 July 2019 but agreed to meet with the Chair and officers to provide any relevant information and answer any questions. The following points were made during the meeting:

- there were ten Neighbourhood Leads across the county in Lincolnshire, all with different specialisms and from different backgrounds;
- Neighbourhood Leads work with Primary Care Networks, which had been introduced to bring general practices together for a range of reasons; namely improving the ability of practices to recruit and retain staff, manage financial and estates pressures but also to provide a wider range of services to patients and more easily integrate with the wider health and care system;
- Victoria personally had lots of contact with Paul Carrick, the Council's Neighbourhood Manager, who sat on the Lincoln North and South Project Board;
- the role of Social Prescribers was relatively new, although had been in place across Lincolnshire for a year with more being introduced across the country;
- there were three tiers associated with Social Prescribers; namely signposting, more in-depth support and more complex integration back into the community;
- the role of Social Prescribers was demonstrated via a short video which Victoria agreed to forward a link to;
- Victoria sat on a working group which was looking to develop a digital application regarding mental health and she was trying to make the role of Social Prescribers part of that in order to make them more accessible;
- anyone could refer someone onto a Social Prescriber, even a friend or a member of a person's family or the individual themselves. The referral did not solely have to come from a GP, medical or clinical professional;
- comparing practices at Nettleham and Birchwood, there was initially a large uptake of Social Prescribers in Nettleham whereas it became necessary to drive this more at Birchwood where the take up had been relatively low. Referrals to Social Prescribers in Birchwood had now seen a significant increase;

- Victoria said that one Social Prescriber in each practice would be the ideal ratio, equating to six in the area she represented, whereas she currently had two and did not expect this to be increased;
- the benefits of Social Prescribers, as demonstrated in the video, was that they were really good at talking and listening to people's problems and showing true empathy. They were able to offer support and advice which people seemed more receptive to given that they were not clinical and were generally perceived as friendly and supportive people;
- Neighbourhood Leads (or Practitioners) effectively sought to understand and appropriately manage referrals, as it may not always be necessary for someone to see a GP and may instead be more beneficial to make contact with a Social Prescriber, for example. These practitioners built up a significant understanding of people's needs that would not necessarily have been gained via a simple GP visit. By supporting this way of working, medical and clinical professionals could actually reduce their workload whilst at the same time ensure that people received the support they required. It was difficult sometimes for professionals to accept or properly understand the Neighbourhood Working concept;
- anyone in the city could go to their GP and be referred to Neighbourhood Working, with Social Prescribing forming part of that support network. It was reiterated that referrals could be made from anyone, not necessarily a GP or medical or clinical professional;
- hub and spoke work within the city was really helpful, particularly with regard to homelessness and mental health aspects which were coming together very well in partnership with Development Plus, the City Council and the County Council amongst other partners and stakeholders;
- some of this was about raising awareness and practitioners knowing what was happening in local areas and making connections, improving integration and growing the concept;
- it would be helpful to have regular contact and communication with the Council on anything it was seeking to develop across the city which may link into the Neighbourhood Working role;
- an example was given of the Lincoln North Board which regularly demonstrated that people in the area were connected and know what was happening in their local communities, with organisations such as the Tower Action Group, supported by the Council, providing a community hub for people. There were similar networks and pockets of activity across the city. It was about making sure these activities and projects were all linked in, with the Community Hub in Sincil Bank being a great example of this;
- in respect of those people refusing to access services or experiencing loneliness, a befriending team or similar service would be very useful to help engage with hard to reach people;
- some people struggled with digitalisation so it was important to maintain services through traditional means as well as through a digital offer;
- the Council could offer support not solely through funding but through use of its space and facilities, perhaps enabling communities to take ownership;

- the Council could also assist with exposing certain events or services, particularly through its social media, with a vital aspect being about awareness rather than solely seeking to solve problems;
- the NHS ten-year plan document would be interesting reading for the Committee.

Victoria agreed to provide contact details of colleagues who would be able to provide statistical information on the subject of Social Isolation.

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The Neighbourhoods



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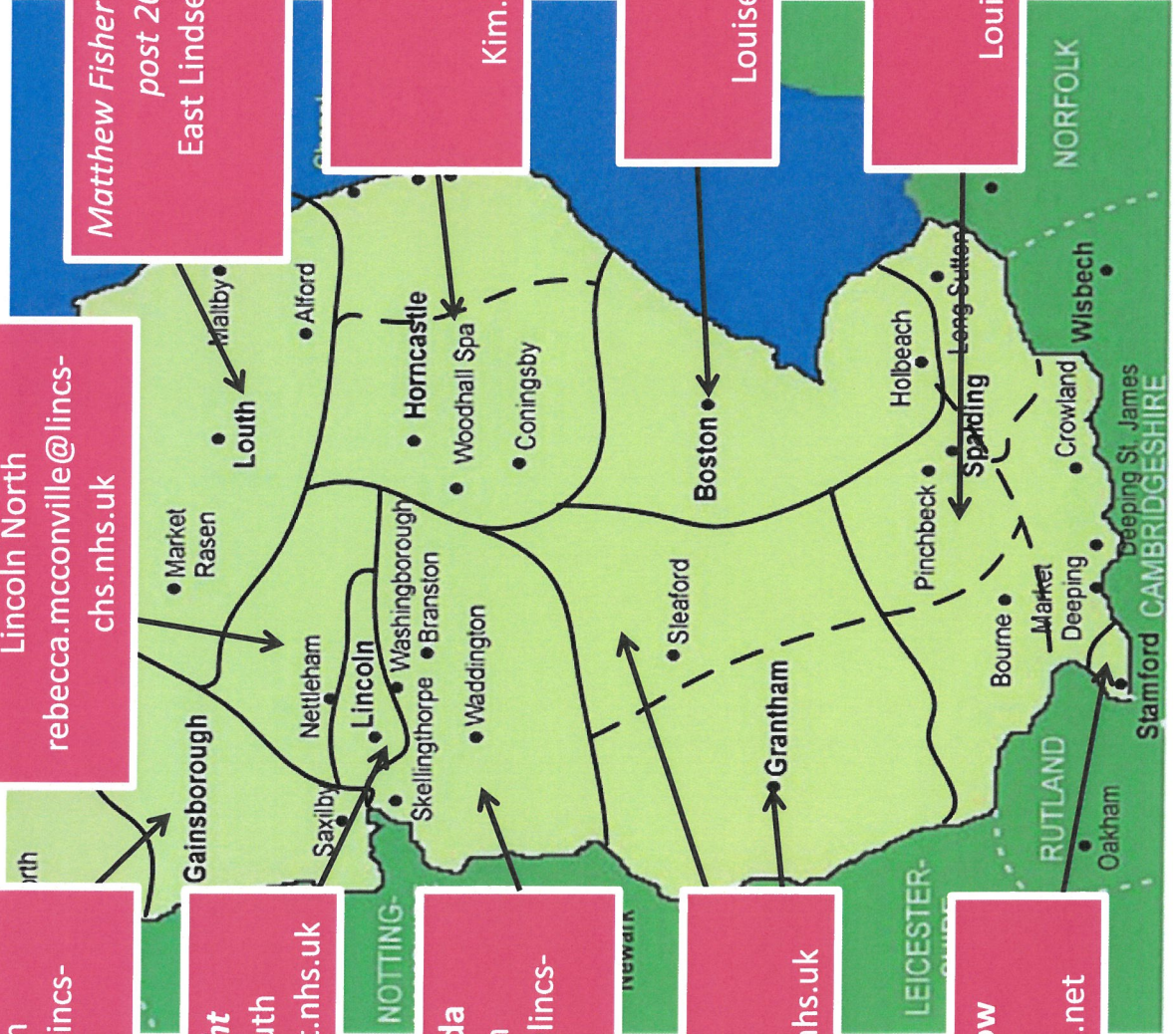
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**Matthew Fisher (to come into
post 2019)**
East Lindsey North

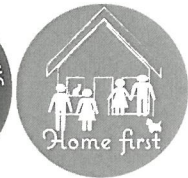
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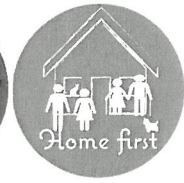
Referral Form for Integrated Neighbourhood Working West Lincolnshire

Send to (see reference table at end for which area is covered by which GP surgery):

Gainsborough	Lincoln North	Lincoln City South	Lincoln South
Saffron Gee: 07583 014 445	Saffron Gee: 07583 014 445	Emily Parrish: 07790 375 471	Emily Parrish: 07790 375 471
Email: lhnt.nhwest@nhs.net			

Patient Details Name: DOB: NHS: Address: NOK:	GP Details GP: Address:
Referrer Name and Role: Contact Details:	Date of Referral:

Reason for referral:			
Are there any environmental risks our team need to be aware of? Please provide further detail:		YES	NO
Please confirm you have:			
Obtained patient's written /verbal consent to share the patients details	YES	NO	
Obtained patient's written /verbal consent to share their details with all the Neighbourhood Team	YES	NO	
Attached a copy of patient summary	YES	NO	



GPs Covered			
<u>Lincoln North</u>	<u>Lincoln City South</u>	<u>Lincoln South</u>	<u>Gainsborough</u>
Abbey Medical Practice	Birchwood Medical Practice	Bassingham Surgery	Caskgate Surgery
Brayford Medical Practice	Boultham Park Medical Practice	Branston and Heighington Family Practice	Cleveland Surgery
Cliff House Medical Practice	Newark Road Surgery	Brant Road Surgery/Springcliffe Surgery	The Glebe Practice
Glebe Park Surgery	Portland Medical Practice	Crossroads Medical Practice	Hawthorn Surgery
Ingham Surgery	Richmond Medical Practice	Church Walk Surgery, Metheringham	Trent Valley Surgery
Lindum Medical Practice	Woodland Medical Practice	The Heath Surgery	Willingham by Stow Surgery
Minster Medical Practice		Navenby Cliff Villages Medical Practice	
Nettleham Medical Practice		Washingborough Family Practice	
Welton Family Practice			
University Practice			

COMMUNITY LEADERSHIP SCRUTINY COMMITTEE

27 AUGUST 2019

SUBJECT:	DRAFT COMMUNITY LEADERSHIP SCRUTINY COMMITTEE WORK PROGRAMME FOR 2019/20
REPORT BY:	CHIEF EXECUTIVE AND TOWN CLERK
LEAD OFFICER:	JESSICA CULLEN, DEMOCRATIC SERVICES OFFICER

1. Purpose of Report

1.1 To present the Community Leadership Scrutiny Committee Work Programme for 2019/2020 and Executive Work Programme for 2019/2020.

2. Background

2.1 The 2019/20 work programme for the Committee is attached under Appendix A, B for Members' consideration.

3. Recommendation

3.1 That Members suggest ideas for the Community Leadership Scrutiny Committee work programme in 2019/20.

Lead Officer: Jessica Cullen, Democratic Services Officer
Telephone 873387

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Community Leadership Scrutiny Committee Work Programme – Timetable for 2019/20**11 June 2019**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Work Programme for 2019-20 Update	Democratic Services Officer	Regular Report

15 July 2019

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Scrutiny Review – Social Inclusion – Evidence Gathering	Democratic Team Leader and Elections Manager	Scrutiny Review
Scrutiny Review – Integrated Communities – Scoping	Democratic Team Leader and Elections Manager	Scrutiny Review
Work Programme for 2019-20 Update	Democratic Services Officer	Regular Report
Scrutiny Annual Report	Democratic Services Officer	Annual Report

27 August 2019

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Scrutiny Review – Social Inclusion – Evidence Gathering	Democratic Team Leader and Elections Manager	Scrutiny Review
Universal Credit Support – Update	Head of Revenues and Benefits Shared Service	Update Report
Work Programme for 2019-20 Update	Democratic Services Officer	Regular Report

October 2019 (additional meeting, date to be confirmed)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Scrutiny Review – Social Inclusion – Evidence Gathering	Democratic Team Leader and Elections Manager	Scrutiny Review
Work Programme for 2019-20 Update	Democratic Services Officer	Regular Report

5 November 2019

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Scrutiny Review – Social Inclusion – Conclusion	Democratic Team Leader and Elections Manager	Scrutiny Review
Scrutiny Review – Integrated Communities – Evidence Gathering	Democratic Team Leader and Elections Manager	Scrutiny Review
Work Programme for 2019-20 Update	Democratic Services Officer	Regular Report

7 January 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Scrutiny Review – Integrated Communities – Evidence Gathering	Democratic Team Leader and Elections Manager	Scrutiny Review
Annual Scrutiny Report 2019/20	Democratic Services Officer	Annual Report
Work Programme for 2019-20 Update	Democratic Services Officer	Regular Report

February 2020 (additional meeting, date to be confirmed)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Scrutiny Review – Integrated Communities – Evidence Gathering	Democratic Team Leader and Elections Manager	Scrutiny Review
Work Programme for 2019-20 Update	Democratic Services Officer	Regular Report

10 March 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Scrutiny Review – Integrated Communities – Conclusion	Democratic Team Leader and Elections Manager	Scrutiny Review
Work Programme for 2019-20 Update	Democratic Services Officer	Regular Report

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