
COMMUNITIES AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE

Friday, 18th March, 2016

Present: Councillor Kerry Molineux (in the Chair),
Councillors Jenny Nedwell (Vice Chair), Kath Pratt, Eamonn Higgins and
Lorraine Cox
Cooptees Dave Parkins

In Attendance: Councillors

Apologies: Bernadette Parkinson and Jean Battle

433 Apologies for Absence and Substitutions

Apologies for absence were submitted from Councillor B. Parkinson and Jean Battle. Councillor Lorraine Cox acted as substitute representative for Councillor B. Parkinson.

434 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations submitted.

435 Minutes of Last Meeting

The minutes of the meeting of the Communities and Wellbeing Overview and Scrutiny Committee held on Friday, 22nd January 2016 were submitted for approval as a correct record.

Resolved - That the Minutes be received and approved as a correct record.

436 Crime and Disorder Update

Inspector Pam Holgate, Lancashire Constabulary, provided an update on crime and disorder in Hyndburn. She reported that there had been a 7% increase in crime in Hyndburn and that the main areas of concern centred around burglaries and vehicle crime. She pointed out that they had carried out proactive work in these areas to encourage and support residents in securing their property and this had helped in reducing the number of burglaries and vehicle crimes.

Resolved - That the report be noted.

437 Intelligence Based Targeting and Protecting Vulnerable People

Inspector Pam Holgate, Lancashire Constabulary, was in attendance with Sue Sinclair, Hyndburn Homewise, and provided an update on crime and disorder in Hyndburn. She reported that community organisations such as the Police, Hyndburn Homewise and Lancashire Fire & Rescue were working together to consider how to support vulnerable people in areas of crime and anti-social behaviour.

Vickie Barrett referred to examples of how community organisations had worked together to provide support to vulnerable people to improve safety in the home. She pointed out that the aim was to prevent rather than react.

Sue Sinclair, Hyndburn Homewise, reported that they had been working with the Police to provide crime prevention advice and had targeted the over 60s for free crime prevention assessments.

Resolved - **That the report be noted.**

438 Local Policing Model

Inspector Pam Holgate, Lancashire Constabulary, provided a report on the local Policing model and the impact on Hyndburn. She reported on how careful consideration had been given to ensuring that the changes made to the Policing model would still provide a good Police service to residents. She reported that the Policing model had been designed to provide a higher level of Policing to the areas in greatest need and therefore each area had been scored from on an index of need. She reported that Hyndburn had fallen just outside of the top ten protected areas and that the new Policing model had introduced a holistic approach rather than a neighbourhood approach. She explained that there would still be a Police presence in Hyndburn and that calls to the Police were graded in respect of priority and responded to accordingly. She reported that there would be future reviews of the Police model and that it would be adapted accordingly. She referred to the location of the new Police Station and explained that enquiry hours would stay the same but that there would not be any custody cells.

Resolved - **That the Police be invited back to a future meeting of the Communities and Wellbeing Overview & Scrutiny Committee to provide updated reports on the effectiveness of the new Police model.**

439 Work Programme 2016/17

The Chair of the Communities and Wellbeing Overview & Scrutiny Committee referred to the impending closure of Calderstones and to her concerns about the level of support being put in place for its current residents. She explained that some residents would be released into the community and some moved to other mental health units. She informed the Committee that a meeting had been held by the Lancashire County Council Joint Health Scrutiny Committee which had raised many concerns about the closure and the effect on its residents, largely due to the speed of the process and a consequent lack of support and provision being in place. She indicated that it was important to know how much this would impact Hyndburn and suggested that this item was placed on the Work Programme for 2016/17.

The Overview and Scrutiny Officer pointed out that the item 'Police Update' would be added to the Work Programme for 2016/17 and invited Members to make suggestions for other items to be added to the Work Programme before the end of April 2016.

Councillor Nedwell suggested that 'Foodbanks' was added to the Work Programme to discuss concerns about the number of people using them and to consider interventions that could be put in place to reduce the number of users through support and education.

Resolved

- (1) That the items 'the Closure of Calderstones', 'Policing Update' and 'Foodbanks' be added to the Work Programme for 2016/17; and
- (2) That Members submit further items for consideration for the Work Programme for 2016/17 to the Overview & Scrutiny Officer before the end of April 2016.

440 Primary Care Model

Representatives from the East Lancashire Clinical Commissioning Group reported on local primary care and the redesign of the services in Hyndburn. Representatives included:

- Rachel Watkins
- Dr. Richard Robinson
- Dr. Mark Dziobon
- Lisa Cunliffe
- Sharon Martin
- Dr. Phil Huxley

Dr. Huxley reported on the challenges for the Clinical Commissioning Group in redesigning the health care system so that it could adapt to the requirements of the 21st century. He indicated that they had considered carefully, the requirements of the new model which would be put into practise across East Lancashire. He reported that the proposed new model would be going out to consultation in the next few months.

Lisa Cunliffe provided information on the background to the project and pointed out that this process had started 16 months ago. She informed the Committee that they were now at the stage of consulting with East Lancashire residents and organisations and pointed out how a change of service would impact other areas of health care provision. She reported that:

- Focus Groups had been set up
- Patients had been invited to complete and submit questionnaires at health centres

The key findings from the information received from the surveys and focus groups were then divided into key themes. Three events were then held; the first about 'access to appointments and services', the second about access to information and the third about work forces. A group was set up to make sense of the information and later produced a set of principles for the first event. A further check of what respondents to questionnaires had wanted was undertaken by further engagement. The principles were:

- Location
- Simplification
- Continuity of care access to information

The principles created a vision but this was followed by the challenge of making it work. She reported on how they had started to look at how the model could be delivered and how they intended to lead the initiative. She indicated that a Project Manager had been appointed and had worked with GP Practices and health care providers to determine needs and requirements. She reported that they were looking at having hubs in each locality and GPs feeding back into these hubs. Each hub would have access to medical records. She outlined the benefits to patients of a proposed new system.

Sharon Martin referred to the current arrangements for access to GP appointments by patients and the proposal for access for patients to GP services including urgent hubs at the weekend. She pointed out that it was their aim to provide a more simplistic system. She referred to the current contract for services at the Walk-In Centre and informed the Committee that there was an offer to extend this contract until March 2017 but pointed out that the new health hub would be situated in Hyndburn. She referred to how they were consulting the public on these issues.

Members submitted the following questions and comments:

- Requested information on how a system with extra appointments would compare to the current system of a general walk-in centre.
- Where the location of the new hub would be situated.
- What action was being taken to ensure that the Asian community was aware of the changes
- If staff, working at the Walk-In Centre, were aware of the possible closure.
- Reassurance that plans would be put in place before the closure of the Walk-In Centre to prevent confusion and chaos. Need for a timetabled phase in.
- Reassurance that GP receptionists would receive adequate training before the new system was implemented.
- What would happen to people who were not currently registered with a GP practice.
- That consideration was given to locating the new Hub at Accrington Victoria Hospital, being the most accessible location.

Representatives from the East Lancashire Clinical Commissioning Group provided the following responses:

- The new model would aim to move away from an appointment system and be more responsive in providing instant care.
- The new model would need to be more sustainable over the long term.
- Reference was made to the key determinants which showed the type of work required to improve clinical effectiveness.
- All GP practices in East Lancashire and Blackburn with Darwen used the same software system making access to medical records possible.
- To reduce the amount of duplication currently taking place with medical services.
- The new location of the Hub had not yet been identified but it would be in Hyndburn.
- The new system would be more efficient and safer for patients.
- The consultation would begin in April and last for 3 months and at the end of this period a decision would be taken by the Governing Body.
- People who are not registered with a doctor's practice will be actively sought out and contacted.

Dr. Huxley referred to the importance of completing the consultation and to define the structure and delivery of the model.

The Chair issued an invitation, once the review had been completed, to return and give a presentation to the Committee and Full Council.

Resolved

(1) That a copy of the presentation and consultation are included in the Members' Information Bulletin;

(2) That Members of Hyndburn Borough Council are represented on the Steering Group;

- (3) That consideration be given to locating the new Hub in Hyndburn and preferably at Accrington Victoria Hospital; and**
- (4) That, on completion of the consultation, representatives of the East Lancashire Clinical Commissioning Group be invited to the Communities and Wellbeing Overview and Scrutiny Committee and the Full Council to provide Members with an updated report.**

Signed:.....

Date:

Chair of the meeting
At which the minutes were confirmed