

AGENDA ITEM

**REPORT TO HEALTH AND
WELLBEING BOARD**

30 SEPTEMBER 2020

**REPORT OF DIRECTOR OF
CHILDREN'S SERVICES**

STRATEGY RESET: SYSTEM ENABLERS

SUMMARY

This paper outlines the work to date on the system enablers identified as part of the work being undertaken by HWB to reflect and respond to the COVID-19 pandemic.

RECOMMENDATION

The Board is asked to note and agree this proposal as a way forward.

DETAIL

Context

1. A number of system enablers were identified during the Board's workshop sessions, in June and July. Specific areas which had enabled a system wide response, and had facilitated joint working between organisations as part of the response, and which therefore needed further reflection on how they can continue to support an effective, responsive and joined up approach to underpin the work of the Board.
2. These are:
 - a. Volunteering and community asset building
 - b. Data sharing protocols
 - c. Partnership working and communication
 - d. Information, signposting and navigation
 - e. Workforce
3. This paper explores the issues in more detail and proposes how this work will be taken forward.

Proposals

4. The proposals covered by this strand of activity relate to those areas where agencies have worked together differently to some extent, often implemented quickly, and often without the extended period of planning, option appraisal etc which can characterise how partners work together.
5. The further work suggested in these proposals is therefore to:
 - a. Understand more what has been achieved and seek further reflection;
 - b. Identify specific areas of good practice to build into future work

- c. Seek agreement to embed, further develop or refine specific proposals

Volunteering and community asset building

6. The onset of the pandemic brought with it examples of effective community action – from the establishment of the shielding hub to the engagement of volunteers to support the distribution of free school meals, it has been possible to engage and galvanise community action as an immediate response. There are key lessons for the future which need to be considered and built into this aspect of the HWB strategy.
7. This specific aspect is very closely related to other work being undertaken on the hub.

Data sharing

8. The start of the COVID-19 period saw an immediate focus from the NHS on data sharing at patient level with the Council. Most notably this saw the sharing of information which was critical to the work on developing an analysis of vulnerability to support the work of the shielding hub and to ensure that vulnerable children continued to be safeguarding during the period where schools were only seeing a limited number of vulnerable children and children of key workers.
9. This work will therefore seek to draw together the responsible officers across the Council and the NHS Trusts and CCG to reflect on current data sharing protocols and what can be achieved in future through the HWB.

Partnership working and communication

10. Many services increased their level of communication throughout the initial period, updating on the status of services, what was available, how it had been impacted and contingency plans. In many respects, communication between agencies and 'service users'; increased during this period.
11. The focus of this element is on what agencies feel have been the key learning points to ensure are embedded in future joint working.

Information, signposting and navigation

12. The development of a 'community hub' as a single resource to provide information and as a signpost to the services was a key achievement during the pandemic period.
13. This has highlighted the specific issues faced by some individuals and communities and the value of a single, visible and effective information and support hub to support vulnerability.
14. This strand of work will therefore focus on the opportunities to retain this type of infrastructure
15. This aspect is also related to the learning from the operation of the community / shielding hub.

Workforce planning and recovery

16. This strand recognises the impact of COVID-19 on the workforce, not only in the sense of the direct on the workforce through absence, but also in the

How this will be taken forward

17. Given the close links between a number of these 'enablers' it is proposed that the work will be taken forward through a further discussion session with key partners representatives and the outcomes brought back to the Board in the form of a report in October.
18. Where there are links to other areas of work (such as the volunteering and signposting role of the community hub) these links will be made to avoid any potential duplication.

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