

Committee:	Dated:
Safer City Partnership	27 November 2019
Subject: Community and Children's Services Update	Public
Report of: Director of Community and Children's Services	For information
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Summary

This report provides an update of relevant data and activity from Community and Children's Services.

Recommendations

- Members are asked to note the report.

Main Report

1. This report summarises key developments in six areas: sexual health services, community services in libraries, the integrated commissioning neighbourhood model, autism strategy, mental health and domestic abuse.

Sexual Health services

2. The e-service for routine STI testing, where a person has no symptoms, was launched in January 2018 and is hosted by the Corporation on behalf of 28 London authorities. In the first 6 months of the current financial year, 294 test kits have been returned for testing by residents of the City of London. Where these resulted in positive or reactive test results, the communication with residents was handled by a team of NHS employed health advisers who supported the residents to access confirmatory testing or treatment. This team also actions any safeguarding flags that are triggered during the clinical triage.
3. October 9th 2019, the first session of CHYPS plus was delivered at the Golden Lane community center. CHYPS plus is the City and Hackney's one stop shop for health information, health services and free advice for young people. The session consisted in the NHS nurse explaining to the City hub team and youth about their services to help with future signposting, then a drop for young people during which they provided STI screening, advice, contraception and pregnancy tests, etc. Attendance was high by City standards with 17 children attending, the cohort was quite young, the majority were 11 year olds, four were 12 year olds and two were 14 year olds. Since many young people who attend the hub are so young it was

decided to have sessions every second Wednesday of the month which are 30 minutes instead of an hour long as previously agreed.

Community services in libraries

4. A girls group is now being by local residents in the Portsoken Health & Community Centre. This was set up when girls on the estate said that the more traditional youth provision did not meet their needs.
5. Similarly, there is an under 10s group run by local residents in the Portsoken Health & Community Centre. This was set up as these group of children did not fit the model for traditional youth provision i.e the City of London Corporation Youth Forum.
6. The Only Connect project delivered by Age UK East London at Artizan Street Library & Community Centre, which assists elderly residents access the internet and use technology, has been a great success with 20 participants per session and a significant number of regular attendees. In addition, there is a project running in the Artizan Street Library & Community Centre that aims to encourage more library use by elderly and BAME members of the community.
7. Discussions are underway with a highly qualified volunteer to establish a homework club for local young people sitting GCSE's and A levels. This club will be aimed at students who live on the social housing estates in both the Library's and Portsoken Health Centre catchment areas because these flats very often do not have sufficient space for studying.
8. From January 2020, in partnership with the City Lit University, the libraries' team will be offering a pre entry level ESOL in Artizan Street Library & Community Centre. This programme is the result of multi-agency collaboration and funded by central government.
9. The libraries team are currently working in partnership with the Oitij-jo Collective, which carries out workshops on professional kitchen training, menu development and more, their hope is to test the concept of a women and young people run café serving bangla recipes in Brick Lane.

Integrated Commissioning Neighbourhood model

10. The City and Hackney, GP practices have joined with residents, local hospitals, community groups, mental health providers, social care, and voluntary sector organisations to create eight 'Neighbourhood' areas.
11. Each Neighbourhood includes four to seven GP practices who will work as part of a team of local services to coordinate health and social care in the community to help improve the lives of around 30,000 – 50,000 residents who live in that neighbourhood area. These teams will also support residents to access support for

other areas which affect their health and wellbeing such as advice on healthy living, activities to help reduce social isolation, local exercise facilities, advice and guidance for debt, links to housing among other things.

12. The Neighbourhoods are small enough to provide personal care, but big enough to make sure residents can use the range of services they need. It also means we can really map and understand what each Neighbourhood has to offer residents beyond just health and social care services such as parks, libraries, gyms, community groups.
13. The aim of Neighbourhoods is to bring different services together to provide care closer to home which is better suited the unique needs of local communities, prevent ill health and help reduce unnecessary hospital admissions. Neighbourhoods will also help people understand, access and take more control over the things that can help keep them well and improve their sense of wellbeing.
14. Work with information currently available, as well as local NHS staff and residents, each neighbourhood has developed a list of priorities to help meet the health, social care and broader needs of people who live in that neighbourhood. Work is beginning in each Neighbourhood to understand how changes can be made to help residents in these priority areas.
15. There is also work taking place to change the way services are provided across all eight neighbourhoods to deliver local and joined up care. For example the adult community nursing service is looking at how it can provide a dedicated team of community nurses working within each Neighbourhood. Adult Social Care is also exploring how social workers can support primary care and work more closely in the community with other teams. This kind of work is also happening in mental health services and the voluntary sector.
16. Neighbourhoods will:
 - Ensure all residents benefit from the same level of health and social care support no matter where they live
 - Improve the health and wellbeing of local people from birth to the end of life
 - Provide more support for individuals, families and communities to support themselves, prevent ill health and manage parts of their own care
 - Ensure services and professionals work closer together for people of all ages, especially those who are vulnerable or have complex needs, who receive support from health and social care, community, voluntary and wider public sector organisations
 - Listen, develop and plan services with individuals, families and community groups to meet local needs.
17. The neighbourhood hopes to transform the way that partner organisations provide care and work with/listen to the local population by working differently expectation is that the Neighbourhoods programme will improve health outcomes for the City and Hackney population by working in neighbourhoods. Interventions and changes being made through the Neighbourhood development programme will result in:

- Reduce inequality of access and inequalities in health and social outcomes for all of our local population.
- Improve outcomes across the local population across the life course
- Create empowered individuals, families and communities who are better able to support themselves, prevent ill-health and increase their ability to sustainably manage their own wellbeing.
- Deliver joined up care for people of all ages, especially those who are vulnerable or have complex needs by joint working across health, social, community, voluntary and wider public sector organisations.
- Create a sustainable, vibrant and robust structure to listen to, develop and plan services with individuals, families and community groups to meet local needs.

Autism Strategy

18. The joint strategy was approved by the Autism Alliance Forum by the end of September 2019 and is now going to the Integrated commissioning board for final approval in January 2020.

Mental Health

Cooperation with the Lions Barber Collective

1. Set up by inspirational British barber Tom Chapman after losing a friend to suicide in 2015, the Lions Barber Collective is turning barbershops into safe spaces for men, using the opportunity of a regular haircut to start conversations about mental health.
2. This international group of barbers, or lions as they call themselves, helps raise awareness of mental illness and aims to prevent suicide by creating and delivering a specific training for barbers enabling them to recognise, talk and listen out for symptoms of depression in clients and signpost them to relevant support services.
3. Tom Chapman developed Barber Talk with the help of psychiatrists and mental health professionals, it is an adaptation of Safe Talk for barbers. The barber talk training takes various forms (live, lite, etc) that aim to arm barbers with the knowledge of how to spot those struggling with their mental health and how to be the support that person needs.
4. The idea is not to make barbers into counsellors or psychiatrists but with the aid of the training's four pillars (RECOGNISE, ASK, LISTEN and HELP) barbers can spot the signs of mental ill health in their customers, signpost them to the appropriate resources bridging the gap between the communities they serve and the services that are available while providing a safe non-judgemental safe space to share, open up and or offload.

5. The Lions Barber Collective has attracted the support of the Duke of Cambridge via the 'Heads Together Legacy' and received the Prime Minister's Point of Light Award in 2017 and is having an enormous impact with men whom traditional mental health services can struggle to reach.
6. Commissioned by the Public Health team, Tom Chapman delivered a barber talk live session to 20% of the barbers in the City on 14 September 2019, feedback from the participants was very positive and the Corporation is hoping to deliver another training session before March 2020.
7. To support the Lions Barber Collective and promote the great work they achieve in making barbershops safe places for men to talk about potential mental health issues, the City of London Corporation supported a promotional event on the 7 October 2019 at the Worshipful Company of Barber-Surgeons' Livery Hall.
8. The aim of the event was to connect national and local leaders from the City of London, business, health, care, politics, charities and the military with the work of the Lions Barber Collective.
9. Ambassadors and volunteers shared their story and the mission of the Lions Barber Collective). leading to a celebratory 'first cut' in the hall in centuries, under Holbein's painting of Henry VIII with his Barber-Surgeons and Apothecaries.
10. The City of London of Barbers trained in BarberTalk by the Lions Barbers received their certificates whilst Lions Barber Ambassadors demonstrated how the barber talk training should be applied with hair models. Six international hair designers offered celebrity haircuts in exchange for voluntary donations to attendees interested in promoting and supporting the work of the Lions Barber Collective. The day finished with drinks and time to interact with the Lions to find out more about their mission and ask questions.

Mental Health Street Triage

11. The City of London Corporation Mental Health Street Triage initiative started in May 2017 after the Corporation noticed numerous people in crisis were attracted to the square mile to attempt suicide due to its thriving lifetime economy, numerous travel hubs, bridges and high-rise buildings with rooftop gardens and terraces.
12. The Street Triage scheme is an innovative project whereby from Thursday to Saturdays, City of London Police officers are accompanied on their 5pm to 3am rounds by NHS mental health nurses who provide on the spot advice and guidance to officers as well as assessing and triaging vulnerable individuals to a place of safety.
13. This initiative has led to better outcome for individuals in distress, indeed now people are not inappropriately being taken to the police station under section 136

of the Mental Health Act but rather to a parents' or friend's home, a public health facility or a nearby sanctuary, it also saves precious police resources.

14. Encouraged by the impact of the pilot, the service was extended from 3 to 7 nights a week, over the 2.5 years existence of this service, we have supported 681 people in crisis, many of whom would have been transported to a police station should the Mental Health Street Triage have not been in place. To our great pride and pleasure, the project was awarded NHS team of the year at the end of 2018.

Dragon Café in the City

15. Following a successful pilot in 2018, Dragon Café in the City secured funding from the City Corporation's Priorities Investment Pot (PIP), which will allow it to be delivered from April 2019 until April 2021 at the earliest. In addition, it also secured funding from the Healthier City and Hackney Fund for specific engagement with micro-businesses and SMEs in the City of London.
16. Dragon Café in the City, which operates from Shoe Lane Library fortnightly on Wednesdays (12-7.30pm), offers a range of free and creative activities aimed at providing City workers and residents with an opportunity to release the pressure from day-to-day life. It has led to a higher footfall in the Library (an increase of 24% compared to non-DCC Wednesdays) and the vast majority of visitors providing feedback have said that attending has helped to improve their mental health and their ability and desire to engage with their mental health.
17. Dragon Café in the City has also hosted "special" sessions aimed at engaging specific target audiences within the City's resident and worker populations, including a speaker session with a male, former City lawyer, who spoke about his memoirs, a "Day of the Dead" session focusing on bereavement and a special session to mark National Carers' Week.
18. The City of London Corporation's Public Health team was invited to share insights and best practice from Dragon Café in the City at the City Health International Conference 2019.

Business Healthy

19. Business Healthy hosted a free webinar on problem gambling, mental health and the workplace in November, in collaboration with charity GamCare and City law firm Squire Patton Boggs. The session provided attendees with information about problem gambling, risk factors, identification, preventative actions and impact (including suicide risk), in addition to details on employers' duty of care and specific issues within Financial Services. The webinar focused on the elevated risk profile of those working in financial services – especially trading – as well as those on low incomes. The webinar was well-attended and there are plans for Business Healthy

to focus on this subject going forward, as it is a taboo and hidden issue and is rising up the Public Health agenda nationally.

20. Business Healthy hosted another Suicide Prevention Awareness session for the local business community, to mark World Mental Health Day in October. 20 City workers attended, representing nine different organisations. Feedback showed that 92% of attendees felt more confident in identifying and approaching someone who is at crisis point and who might be considering suicide, as a result of having attended. 86% said the session helped them to feel more confident in talking to their colleagues about suicide prevention. It is hoped that the next SPA session in early 2020 will have a focused engagement on the retail sector, to reflect the recently-launched "Wellbeing in Retail" initiative led by Samaritans

Other:

21. The City Corporation's Public Health team made 2-day Adult Mental Health First Aid training available free-of-charge to frontline staff of City Corporation commissioned providers
22. The City Corporation's Public Health team made a 1-day Children Mental Health First Aid training available to staff from its family of schools in May 2019.
23. The City Corporation's Public Health team and Business Healthy have been supporting the recently launched national "Every Mind Matters" mental health campaign, which has included arranging for the TV advert to be shown ahead of film screenings at the Barbican Cinema and includes an article on suicide prevention in City Matters from Policy Chair Deputy Catherine McGuinness: <https://www.citymatters.london/suicide-preventable-london-city/>

Press Coverage

24. Innovative approaches by the City Corporation's Public Health team on mental health and suicide prevention have continued to receive press coverage over the course of 2019, including:
 - BBC London "Inside Out" (Street Triage)
 - Policy Chair Catherine McGuinness' columns in City Matters (suicide prevention and mental health)
 - The City and London Borough of Hackney being the first London local authorities to join Public Health England's Prevention Concordat for Better Mental Health

Domestic abuse

19. Summit group has approved the Violence Against Women and Girls Strategy for the City of London. We are hoping the Safer City Partnership approves the Strategy in January 2020.
20. City of London schools have been given the opportunity to take part in a project that runs jointly between schools and the Metropolitan Police. Operation Encompass is the reporting to schools, prior to the start of the next school day, when a child or young person has been exposed to, or involved in, any domestic incident.

Operation Encompass will ensure that a member of the school staff, known as a Dedicated Safeguarding Lead, is trained to allow them to liaise with the police and to use the information that has been shared, in confidence, while ensuring that the school is able to make provision for possible difficulties experienced by children, or their families, who have been involved in, or exposed to, a domestic abuse incident.

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