

Committee:	Date:
Health and Wellbeing Board	24/11/2017
Subject: Health and Wellbeing Board update report	Public
Report of: Director of Community and Children's Services	For Information
Report Author: Sarah Thomas, Health & Wellbeing Executive Support Officer	

Summary

This report is intended to give Health and Wellbeing Board Members an overview of local developments and policy issues related to the work of the Board where a full report is not necessary. Details of where Members can find further information, or contact details for the relevant officer are set out within each section. Updates included are:

- **Safer City Partnership Update report**
- **Healthwatch Update**
- **Draft Code of Practice for Deconstruction and Construction Sites Eighth Edition 2017**
- **Release the Pressure Evaluation**
- **BCF update**
- **Samaritans signs on Tower Bridge**
- **Evaluation of Bags of Taste course**
- **Mental Health in City Schools**

Recommendation

Members are asked to:

- Note the report.

Main Report

1. Safer City Partnership Update report

The City Community Multi-Agency Risk Assessment (CCM): The City Community Multi-Agency Risk Assessment (known as the CCM) enables a range of professionals to share information relating to criminal and anti-social behaviour (ASB) within the City of London with a focus of individuals at high risk. _The successful functioning of the CCM depends heavily on the support of a range of partners and Corporation staff, most significantly those within DCCS. However, hopefully this commitment pays off in terms of resolving and mitigating risk being experienced within the City. Members may be interested to note that a developing

trend is the increased proportion of older individuals being referred to the CCM, both in relation to their own risk or vulnerability or impact on police or other services.

Hate Crime Awareness Week 2017: National Hate Crime Awareness Week (NHCAW) took place 14 October to 21 October. An event was held in the Livery Hall in collaboration with the Multi-Faith network to encourage people to come together and celebrate their differences. The event had representation from corporation staff, police staff and community and charity representatives.

Safety Thirst 2017: As members will recall Safety Thirst is a scheme open to all licensed premises within the City which promotes high standards in preventing crime and anti-social behaviour. This year the awards were held on 24 October. Over 50 applications were received with 45 licensed City premises being awarded for their efforts to reduce alcohol related crime in the Square Mile. This year's overall winners were Core Bar and Revolution Leadenhall, a significant achievement, based on problems in the past.

Prevent: A new Community Safety Officer is now in post and has been leading on Prevent work. There have been three WRAP sessions held for Corporation HR staff with one outstanding session to be held on the 27th November. These sessions have been well received by staff with full engagement. An awareness session was also held on 27 October for all new recruits to the apprentice programme. The existing e-learning module for Corporation staff is in the process of being refreshed and will be made mandatory. We have also begun to pilot the Prevent for Business product, reflecting the fact that a majority of referrals in the City have come via this route.

An internal Prevent campaign will also run in May 2018 including posters and table talkers. Unfortunately, this cannot run sooner due to calendar availability.

Keep Safe Campaign: A refreshed 'Z card' is now available which contains some basic safety tips to follow when out and about in the City.

Christmas Campaign 2017: The City of London Corporation is working with the GLA to deliver an alcohol related Christmas campaign that will support:

- Employers in providing advice to their staff in the Christmas period in terms of sensible drinking and planning advice (via an electronic toolkit).
- Digital messaging aimed at the public (with a specific focus on central London "hot spots")
- Providing supporting materials and messages to London Boroughs, NHS bodies and other relevant partners.
- Providing a tool (developed by GLA Safe Stats) to help local public health agencies and others to accurately target specific audiences with relevant messages. authorities and other

The campaign will run from 30th November to 1st January 2018 and will serve its audience through digital platforms. The campaign will complement the City of London Police's Christmas Campaigns based around acquisitive crime and violent crime.

SOS Bus: The prospect of an SOS Bus is currently being investigated with the City Police to serve over the Christmas Period to reduce visits to A&E and stop ambulance call outs. The bus would act as a holding station in the City for the

intoxicated, providing a much higher level of clinical care than basic first aid helping to reduce the pressure on the emergency services over the festive period.

Contact Officer: David Mackintosh, Manager of Community Safety Team,
David.MackIntosh@cityoflondon.gov.uk

2. Healthwatch Update

St Bartholomew's Hospital Transport Waiting Area : A visit was made by the City of London Healthwatch Manager to the Transport Waiting Area at St Bartholomew's Hospital on the 6th July between 11am and 3.30pm.

The aim of the visit was to talk to staff, patients and carers about the transport service they received. Healthwatch asked patients and carers about their journey to and from the hospital and the transport experience. Healthwatch spoke to staff in the format of group discussion. Patients' and carers' views were at times on a one to one basis but as the room filled up – patients and carers joined in to become a group discussion. During the discussions there was a lot of movement of people being picked up or coming into the waiting room following their clinic appointments.

St Bartholomew's management has responded with an action plan addressing the recommendations made by Healthwatch:

Recommendations	Action
The water fountain should be stocked with cups or cups should be available at reception with a notice by the fountain informing where the cups are held	Site Management Team have temporarily taken over stocking cups and check each day that enough are available Task will be handed over to the Transport team in October once this service transfers from ERS to Bart's Health.
Magazines or free newspapers such as the Metro and Evening Standard should be available. There is an opportunity to publicise the Patients Forum when it recommences	An order has been placed to deliver the standard daily. The Site Management Team will audit this weekly.
There should be a tea/coffee machine in the waiting area	Estates Manager to organise the siting of a vending machine via Elior who are our current provider.
There should be more small tables for filling forms/ putting drinks etc.	Our Site and Flow Team are looking at suitable small tables and an order will be placed.
There should be signage to the nearest toilets	Signage requested through the estates department.
There should also be a notice asking patients to let reception know if going for drinks or toilet so patients don't miss their transport slot	Facilities manager to implement a system to allow patients to leave the department and/or go to the toilet is in place at handover from ERS to Barts Health in October 2017
There should be a green button for the corridor between doors for entry into the	Facilities manager to review the green button issue, the ambulance exclusion

waiting room from the main atrium	zone and the wheelchair station issue.
Both sets of door for entry into the waiting room should be automatic	Costing and case to be proposed
There should be a 'no entry' sign put on staff cupboard	The sign has been put up
There should be discussion with the Corporation in respect of an ambulance exclusion zone	Consideration through Hospital Management Board
Procedures should be explained to ward staff for discharge transport	This is completed regularly. To be re-visited on hand over to Bart's Health
There should be a wheelchair station in the waiting room or vestibule	Facilities manager to review the options for this

Healthwatch City of London annual conference: The fourth annual conference for Healthwatch City of London took place on 20 October 2017 at the Dutch Centre. The event included a patient story on navigating the mental health care services for the City and a discussion on what residents and providers would like Healthwatch City of London to focus on in the future. There were also presentations on developments in health and social care and urgent care for mental health crises. A full report on the event will be available on the Healthwatch City of London website shortly.

CityHealth directory: The Directory was transferred from Toynbee Hall to Healthwatch City of London as per the original specification. The directory went live at the beginning of January 2016. There was an increase in sessions, users, and individual page views from Quarter 1 2017 to Quarter 2 2017. Over 86% of site visits are from visitors using the site for the first time. Each user spends an average of 1.5 minutes on the website, possibly reflecting users looking for specific information e.g. via the CityHealth directory. There is an average 30% increase in sessions, and users compared to this time in 2016.

Quarter 1 2017

	Quarter 1 2017 (April 1 2017-30 June 2017)	Increase from Q1 2016- Q1 2017
Sessions	9007	30%
Users	7886	36%
Page views	18307	17%
Pages viewed per session	2.03	-10%
Avg. Session Duration	00:01:20	-15%
Bounce Rate (single page sessions)	59.69%	3%
% New sessions (first time visits)	86.44%	6%

Quarter 2 2017

	Quarter 2 2017 (1 July - 30 September 2017)	Increase from Q2 2016-Q2 2017
Sessions	9492	33%
Users	8155	34%
Page views	19100	23%

Pages viewed per session	2.01	-7%
Avg. Session Duration	00:01:34	0%
Bounce Rate (single page sessions)	58.16%	3%
% New sessions (first time visits)	84.91%	1%

Contact Officer: Janine Aldridge, Healthwatch City of London Officer
E: healthwatchcityoflondon@ageuklondon.org.uk

3. Draft Code of Practice for Deconstruction and Construction Sites Eighth Edition 2017

The City of London Corporation published its last Code of Practice for Deconstruction and Construction (the Code) in 2013. It requires refreshing and updating to reflect current best practice, guidance and the inclusion of a schedule of monitoring fees for developers.

A draft Code of Practice for Deconstruction and Construction Sites Eighth Edition 2017 has been produced. It seeks to set out simply and clearly what constitutes acceptable site practice within the City, and to assist developers, architects, engineers and construction professionals to prepare Schemes of Protective Works required for the planning process, to plan, cost and manage the environmental issues which arise in the industry. The draft Code reflects the City's increased emphasis on improving air quality alongside updated chapters on noise and contaminated land.

The draft Code will help ensure that the City Corporation continues to encourage the use of the best environmental options in planning and managing construction and deconstruction. It also reflects the priority placed on the effects of reducing the impact of poor air quality and unwanted sound on the health of residents, workers and visitors as detailed in the City and Hackney Joint Strategic Needs Assessment. The draft Code was subject to extensive consultation for a 3 month period ending on the 17th July. The draft Code meets the key aims of the City's Air Quality, Noise and Contaminated Land Strategies.

The draft code was agreed by the Port Health and Environmental Services Committee and the Planning and Transportation committee.

The full draft code can be accessed here:

<http://democracy.cityoflondon.gov.uk/documents/s75334/Code%20of%20Practice%2008th%20Edition%20Committee%20Draft.pdf>

Contact officer: Steve Blake, Assistant Director Public Protection, Markets & Consumer Protection, steve.blake@cityoflondon.gov.uk

4. Evaluation of the City of London Corporation's "Release the Pressure" Campaign

“Release the Pressure” – the City of London Corporation’s first mental health campaign, launched this summer. Adverts in the City’s rail and Tube stations ran for a four-week period from 19 June. They were complemented by digital adverts, displaying the campaign visuals and a link to the City Corporation website’s Mental Health page, which popped up in Facebook and other Apps, on smartphones being used within the Square Mile, at specific times of the week and day. The campaign has been ongoing since then, shared via social media, the Business Healthy network of City employers, and Corporation partners – including the City of London Police, Public Health England’s London branch and the Mayor of London’s London Healthy Workplace Charter network of leads from boroughs across the capital.

The aim of the campaign was three-fold:

- To raise awareness of the free mental health support available to City workers and residents and encourage them to visit the Mental Health webpage of the City Corporation website to find out more information.
- To raise awareness of mental health issues and to contribute to local and national efforts to reduce stigma around talking about mental health (good and bad), particularly in a workplace setting.
- To contribute over the longer-term to the City Corporation and City of London Police’s efforts to reduce the number of suicides in the Square Mile.

Evaluation of the campaign shows that it had a wide reach, a positive impact and was well-received. One City employer made the following remark, when asked about the campaign in an anonymous survey: “Because it is referring people to a webpage [the campaign] is easy and not awkward to talk about – you can just tell people to take a look and see if the information is for them and would help them”.

Through all advertising methods, not including online via Business Healthy or press coverage, the campaign was seen a total of almost 30 million times across the four-week campaign period. It received media coverage, including by City AM, Mental Health Today, the Better Society Network and City Matters. There was a tenfold increase in views of the Mental Health webpage of the City Corporation website (40 unique views in the week before the campaign launch and 401 in the first week of the campaign) and an overall increased number of clicks on the links on the webpage to all listed support services, which include Samaritans, NHS 111 and City Advice, except the Mental Health Foundation and the bereavement service. This demonstrates that the campaign was successful in driving people to find out about the support available and to access the support resources itself.

The campaign materials are deliberately not time-sensitive and continue to be shared with City workers, employers and residents beyond the paid-for advertising period, via the Business Healthy network and social media. It has been used in the Square Mile on significant occasions, such as on World Suicide Prevention Day (September) and World Mental Health Day (October), for example, and City employers have continued to access the campaign posters, leaflets and videos and share them with their own workforces. The campaign has also inspired, and will be a running theme with, the “Dragon Café in the City” pilot programme, launching at the Shoe Lane Library on 27 November. This continuous sharing of the campaign and its key messages will help wider efforts to destigmatise mental health and particularly poor mental health among City workers.

The longer-term goals of the campaign, including contributing to reduced numbers of people detained under Section 136 of the Mental Health Act 1983 and suicides in the City, are harder to determine, as the campaign does not operate in isolation – it is just one aspect of the wider programme of work taking place to address these issues. There was a decrease in the number of those detained under Section 136 in June and July this year, compared with 2016, but this is most likely also a result of the launch of the Street Triage programme by the City of London Police in late May 2017, as well as other interventions. The Coroner's data on suicides in the City during 2017 will not be available until the end of the year, so it is not possible to examine any wider impacts of the campaign.



Contact Officer: Xenia Koumi, Project Officer – Business Healthy:
Xenia.Koumi@cityoflondon.gov.uk

5. BCF update

The City of London's Better Care Fund was approved on 27 October 2017. This covers the period 2017/18 and 2019/20. Because the submission and approval process was significantly delayed, no performance report was required for Q1. The Q2 performance report will be brought back to the next Health and Wellbeing Board.

Managing Transfers of Care is a key priority in the BCF and all local areas have been set challenging targets to reduce Delayed Transfers of Care. All areas are finding these targets difficult and the combined health and social care figures for the City of London are currently over target. However, we are currently challenging some of these figures with providers as we do not believe they are correct.

Contact Officer: Ellie Ward, Integration Programme Manager,
Ellie.ward@cityoflondon.gov.uk

6. Samaritans Signs on London Bridge

Four signs with the Samaritan's free phone number have been placed on Tower Bridge to encourage help seeking behaviour by sign posting to support. This was

done as part of ongoing work to reduce the number of suicides from City Bridges. The City's Suicide Prevention Action Plan recognised that drowning in the Thames is the most common method of attempting suicide in the City of London. 'The Bridge Pilot' was a joint initiative between the City of London Corporation, City of London Police, the Metropolitan Police and the Samaritans which combined the recognised approach to reducing suicide at iconic sites by encouraging help seeking behaviour by sign posting to support and training frontline staff in how to recognise someone who might be at risk. The 12 month pilot ran from April 2016 to April 2017 and saw signs with the Samaritans free phone number placed on London Bridge and Blackfriars Bridge. Further to this the Samaritans and the City Corporation together with the help of East London Foundation Trust and City and Hackney Mind developed and delivered a training package to frontline staff and members of the public (aimed at those who worked around the bridge) free of charge. In addition a leaflet was developed outlining how to recognise a person who may be at risk and how to approach them. 5,000 of these have been handed out on the London Bridge during rush hours to commuters.

This initial approach has been expanded to the other bridges within the City. We have worked with the London Borough of Tower Hamlets and Southwark Council to obtain the necessary permissions for Tower Bridge and the Samaritans signs were put up in November 2017. Work is progressing to obtain the permissions for Southwark Bridge and we hope to have the signs up by the end of the calendar year. We are also continuing to deliver our Suicide Prevention training package. We will be delivering a session in mid-December aimed at City workers and another session for the City's Street Pastors in January.

We will be undertaking a full evaluation of the Bridge Pilot at the beginning of next year.



Contact Officer: Tizzy Keller, Strategy Officer- Health and Children, Department of Community & Children's Services, tizzy.keller@cityoflondon.gov.uk, 020 7332 3002.

7. Evaluation of Bags of Taste Course

Bags of taste is a hands on community based cooking class, aimed at residents who struggle with food costs. It is designed to combat people's barriers towards cooking and eating healthy food, focusing on key barriers such as sourcing affordable ingredients, whilst providing hands on experience and improving cooking skills. The course is free and available to all City of London residents. At the end of the session participants can buy a bag of ingredients which makes 4 meals for £3, to recreate the recipes at home.

The Public Health team have recently undertaken a review of the Bags of Taste course in the City. The review found that the classes are meeting outcomes of saving people money, teaching cooking skills and encouraging people to eat healthier food. Feedback from students revealed that 80% were saving money on food budgets after the course and there was a 58% increase in vegetable consumption by participants. Data from all past courses indicated that these results are maintained over time. The main issue that the review revealed is low attendance rates. The recommendations from the review are:

- To improve the referrals process from relevant organisations such as Golden Lane estate, the libraries, Age UK, City Social workers and WDP
- Leafletting in residential areas such as Golden Lane Estates, making people aware of new course locations
- To improve posters e.g. large scale full colour print to capture people's attention
- To consider the age and ability of participants when multiple recipes are given
- To target younger individuals who could potentially benefit from the programme. Young parents would specifically benefit.

The commissioning team will consider the findings and recommendations of this review when they recommission this service for 2018/19.

Contact Officer: Tizzy Keller, Strategy Officer- Health and Children, Department of Community & Children's Services, tizzy.keller@cityoflondon.gov.uk, 020 7332 3002.

8. Mental Health in City Schools

The mental health of students and staff has been identified as a growing concern in all the City schools (Trust, Co-sponsored and Independent) and discussions around Mental Health have arisen in a number of meetings with City school staff and governors. As a result of this, the Education Unit undertook a full audit of mental health-related activity at the City schools. Common themes were identified, with the following issues identified as having a notable effect on students and/or staff:

- Anxiety – reported by most schools, spread over all year groups and also an issue for staff.
- Depression – reported by most schools, spread over all year groups and also an issue for staff.
- Eating disorders – reported by two thirds of schools and affecting students, mostly in older year groups.
- Self-harm – reported by half of schools, affecting both students and staff.

Other issues reported by at least one school which can be considered particularly detrimental include panic disorders, suicidal thoughts, low self-esteem and post-traumatic stress disorder (PTSD). Some schools reported that some mental health issues students experienced, particularly stress and panic disorders, were a result of examinations and performance.

The audit identifies the provisions schools have in place to support students with mental health and well-being. Widely used systems include:

- Counselling – all schools indicate that they make referrals to internal or external counselling services.
- Mindfulness – two thirds of schools provide mindfulness sessions to assist with stress.
- Child and Adolescent Mental Health Service (CAMHS) – more than half of schools make referrals to CAMHS to help with students' behavioural and emotional wellbeing.
- Focus groups and pastoral support – all schools indicated that they provide focus groups in a number of different capacities for students to engage in discussions with their peers and teachers.

Schools also noted provisions in place to support staff with mental health and well-being, including counselling, yoga and wellbeing committees.

Since the audit has been completed, officers have been in contact with schools to discuss how the City can further support schools' mental health offerings. The City schools identified mental health first aid training for staff as a useful contribution to its mental health offering.

It was agreed at the Children's Executive Board in October that the Education Unit together with the Public health team will commission a course of Youth Mental Health First Aid training for teachers at the City schools. The course will enable participants to spot signs, offer support and keep young people safe when they are experiencing mental health difficulties. In doing so, the hope is to speed up a young person's recovery, stop issues from developing into a crisis, and ultimately save lives.

Contact Officer: Tizzy Keller, Strategy Officer- Health and Children, Department of Community & Children's Services, tizzy.keller@cityoflondon.gov.uk, 020 7332 3002.

Sarah Thomas

Health and Wellbeing Executive Support Officer

T: 020 7332 3223

E: sarah.thomas@cityoflondon.gov.uk