

# **Cabinet**

**Wednesday, 13 June 2018**

## **Additional Information**

Appendices to Agenda item nos 11 and 13

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## Superfast Broadband Extension Programme

**Cabinet**

**Date: 7<sup>th</sup> February 2018**

Author: Cabinet Member for Strategic Planning and Sustainability  
Corporate Director, Resources and Growth

Wards: All

Parishes Affected: All

### **1. Purpose and Reasons**

- 1.1 This report seeks to inform Cabinet about the work being undertaken to provide superfast broadband to rural parts of the Borough and to update Cabinet on securing ultrafast broadband to support the local economy.
- 1.2 The report is a response to Council's resolution of 13<sup>th</sup> July 2017 as well as an opportunity to report progress towards achieving part of the Council's Vision, Priorities, and pledges.
- 1.3 This report relates specifically to Pledge 1 of the Council's Vision: 'Deliver the Government standard Superfast Broadband coverage to all commercial and domestic premises in the Borough by 2017'. It also contributes to the corporate policy goal to secure 'right skills, right jobs in the right places'.

### **2. Recommendations**

Cabinet is recommended to:

- 2.1 Note the report and the progress being made towards achieving the Vision Pledge.
- 2.2 Authorise the Corporate Director, Resources and Growth, in consultation with the Cabinet Member for Strategic Planning and Sustainability:
  - 2.2.1 To facilitate the deployment of the 20th base station to complete the coverage of the 4GLTE network
  - 2.2.2 To issue a letter of variation to BDUK that will encompass the contract change concerning the reduction in the number of base stations to be used in North Swindon and the associated reduction in the value of the contract
- 2.3 Authorise the Cabinet Member for Strategic Planning and Sustainability to inform Council about the response to its resolution as soon as is practicable.

### **3. Detail**

Background

- 3.1 In May 2015, following an open tender process the Superfast Broadband Extension Programme Contract was awarded to UKB Networks (UKBN) for a

Further information on the subject of this report can be obtained from Andrew Woods, Tel 01793 46 3714, awoods@swindon.gov.uk.

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value of £1.9m, funded equally by the Council and BDUK. The outcome required from the Contract is to provide superfast broadband (above 25mbps) to over 19,500 homes that could not access superfast speeds.

- 3.2 In September 2015, the Council adopted a Vision including the specific pledge to secure access to the government standard superfast broadband across the Borough (Council Minute 33, 2015/16 refers).
- 3.3 At the Council meeting of 13<sup>th</sup> July 2017, Members resolved (Council Minute 21, 2017/18 refers):

“This Council:

Notes that:

- a) A modern, vibrant economy needs access to fast broadband, and
- b) Before the Council signed the contract with UK Broadband Networks Ltd there was no direct interest in expanding fibre networks across Swindon from the private sector.

Welcomes:

- a) That hundreds of residents now have access to faster broadband;
- b) That decisive action from the Conservative Council has stimulated the market;
- c) The investment made by Virgin and BT in rolling out fibre broadband thanks to the support of local residents, Conservative Councillors and Conservative MPs over many years; and
- d) The exciting news that Swindon is a test bed for both G-Fast and 5Ga broadband.

Council asks the Cabinet Member for Strategic Planning and Sustainability to bring a report to Cabinet:

- (a) Setting out the costs and benefits so far, particularly in rural areas, and the additional activity by the private sector to provide broadband since the Council's decision; and
- (b) Detailing how Swindon can make progress in securing the ultrafast broadband so that local companies remain as competitive as those in rival locations.”

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Update on the UKBN Project

- 3.4 The project governance is dictated by the BDUK Grant conditions and includes the establishment of joint Operations and Strategic Boards, with representation from BDUK, UKBN and the Council.
- 3.5 A project website [www.superfastswindon.com](http://www.superfastswindon.com) has been created. The website provides details of the project, technical solution, areas that will be covered by the UKBN network (if residents are not in scope which alternative suppliers can provide coverage), and the opportunity to register for updates to the project. Residents can also register to become a broadband champion and support the promotion of the project within their community.
- 3.6 The project payment schedule is based on delivery of specific milestones. The final milestone requires a take up of 9% of the target homes to be achieved. UKBN and the Council have a marketing plan in progress that includes the production of newsletters, social media content, broadcast media and 'pop up' events at appropriate locations with high footfall or where local events are taking place.
- 3.7 In making the decision to appoint UKBN, Cabinet was mindful of the preference for a fibre solution that large numbers of residents of North Swindon would be likely to express. Whilst this was recognised, on balance it was felt the additional coverage and low cost of the UKBN proposal offered better value for Swindon as a whole. Since then reaction has been mixed, with rural communities generally welcoming the opportunity to benefit from superfast technology and vocal objections remaining to the UKBN solution in some other areas.
- 3.8 Progress with the project has been slower than anticipated; this has been due to the challenges of finding appropriate locations for masts. UKBN have now identified the necessary target sites for all masts.
- 3.9 The locations of the North Swindon sites were refined following guidance from the Councils Planning Department and submitted for planning consent January 2016. The design solution for the deployment of base stations in North Swindon has been reduced to a single site to provide the required coverage from Cassini Drive Swindon. Despite removing the other 5 sites the design maintains the 99.4% coverage target. The other sites will be retained as potential capacity upgrade sites that can be deployed as customer take-up requires.
- 3.10 This change in design is subject to a contract change request that is currently under consideration by UKBN legal team. The proposed change will create a financial saving to the project to be shared between BDUK and SBC. The value of the saving will depend upon the take up across the area as the capacity sites might still be required to reach the Milestone 3 take up target. However, the saving is likely to reduce the Council's contribution from £950K to £865K over the project.
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Further information on the subject of this report can be obtained from Andrew Woods, Tel 01793 46 3714, [awoods@swindon.gov.uk](mailto:awoods@swindon.gov.uk).

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- 3.11 This last mast is due to be in place by the end of first quarter 2018, marking the completion of the project's initial deployment phase.
- 3.12 The current provision via 19 of the proposed 20 LTE base stations has already allowed UKBN to make available Superfast broadband products to 91,670 customer premises, which includes 13,894 of the whitelist premises (those sites that have no alternative superfast provision). The erection of the 20<sup>th</sup> base station will bring this up to the target of 19,936 whitelist premises (99% of the list).
- 3.13 A recent intensification of the marketing by Relish (UKBN's direct sales company) has led to an increase in the take up of the provision. The campaign included Sponsorship of Swindon Town FC, posters at the railway station and on bus stops, local radio and online social media. At the end of December the number of premises that have signed up passed 1,000. The campaign was paused over the Christmas period, a time when broadband signups are expected to slow, but will restart at the beginning of February.

### 4. Alternative Options

- 4.1 Not agreeing to sign off the lease for the final base station would further delay the deployment and possibly necessitate the return to the earlier deployment plan of 26 base stations.
- 4.2 Not issuing the letter of variation would prevent the completion of the contract change and would force the contractor to revert to the earlier deployment plan of 26 base stations.
- 4.3 Reverting to the 26 base station design would also mean reverting to the earlier cost model and the council contribution of £950K.

### 5. Implications, Diversity Impact Assessment and Risk Management

#### Financial and Procurement Implications

- 5.1 There are no financial implications from this report as no decisions are recommended.

#### Legal and Human Rights Implications

- 5.2 All legal and human rights considerations were taken into account when preparing this report

#### All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 There are none

Further information on the subject of this report can be obtained from Andrew Woods, Tel 01793 46 3714, awoods@swindon.gov.uk.

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Diversity Impact Assessment

- 5.4 A Diversity Impact Assessment (DIA) has been completed for this project and a copy is available from the report author. In essence the DIA states that the current Superfast Broadband coverage does not discriminate against any particular equality groups, being purely to geographic factors. However arguably the financial economic status of households can be affected by their ability to access superfast broadband. For this reason, investment in superfast broadband is felt to advance equality of opportunity for residents.

Risk Management

- 5.5 The Strategic Board involving BDUK, UKBN and the Council and involving the Corporate Director Resources and Growth, maintain a full risk register.

**6. Consultees**

- 6.1 The Director of Finance, (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

**7. Background Papers**

- 7.1 Not applicable

**8. Appendices**

- 8.1 Not applicable

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## APPENDIX 1

### Swindon Borough Council's Draft Adult Social Care Strategy

Health and Wellbeing Board

Date: 28<sup>th</sup> March 2018

Author: Corporate Director Adult Social Services

Wards: All

Parishes Affected: All

#### 1. Purpose and Reasons

- 1.1 To seek the Health and Wellbeing Board's approval of Swindon Borough Council's Adult Social Care Strategy 2018-2022 and to recommend that both Swindon Borough Council's Cabinet and the CCG Governing Body adopt and implement it.
- 1.2 The Health and Wellbeing Strategy demonstrates a commitment across the partnership in ensuring that everyone in Swindon lives a healthy, safe, fulfilling and independent life and is supported by thriving and connected communities. Many people will achieve this with minimal support, but some people will need help to do so. This Adult Social Care Strategy describes the Council's approach to adult social care over the next five years. It provides the context for how we will work with partners to care and support people living in Swindon who have additional needs. The focus is on promoting, maintaining and enhancing people's independence in their communities, so that they are healthier, stronger, more resilient and less reliant on formal social care services. Where people require ongoing support to enable them to live fulfilling lives, we will share this responsibility with the individual, their families and their communities. A copy of the draft strategy is attached as Appendix 1.
- 1.3 This Strategy links to Swindon Borough Council's Priority Four: Help people to help themselves while always protecting the most vulnerable children and adults. It also links to the Swindon Health and Wellbeing Strategy: Outcome 2 – Adults and older people in Swindon are living healthier and more independent lives; Outcome 3 – Improved health outcomes for disadvantaged and vulnerable communities (including adults with long term conditions, learning disabilities, physical disabilities or mental health problems, offenders); Outcome 4 – Improved mental health, wellbeing and resilience of all; Outcome 5 – Creation of sustainable environments in which communities can flourish.

#### 2. Recommendations

The Board is recommended to:

- 2.1 Approve Swindon Borough Council's draft Adult Social Care Strategy 2018-2022 (attached at Appendix 1 to the report), and support the ongoing commitment to promote, maintain and enhance people's independence in their communities, so

Further information on the subject of this report can be obtained from Phillipa Lamb, 07818510484, plamb@swindon.gov.uk.

# Swindon Borough Council's Draft Adult Social Care Strategy

Health and Wellbeing Board

Date: 28<sup>th</sup> March 2018

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that they are healthier, stronger, more resilient and less reliant on formal social care services.

- 2.2 Recommend to Cabinet and the Swindon Clinical Commissioning Group Governing Body that they adopt Swindon Borough Council's draft Adult Social Care Strategy 2018-2022.

### 3. Detail

- 3.1 The number of people who might need social care services in the future is expected to rise significantly. The numbers of people living with for example, dementia, learning disability or poor mental health will all increase and the rise in demand for health and social care comes at a time when funding is decreasing. The Adult Social Care Strategy describes the Council's approach to supporting people living in Swindon who have additional needs over the next five years. It provides the context for how we will work with partners to provide a more joined up health and social care system.
- 3.2 There is growing understanding that councils cannot do many of the things that have been done previously. We want to focus on what we can do, what our partners and communities can do, and what individuals can do. We believe that people know best how to meet their own needs, and we will support people to do that.
- 3.3 Our starting point will be entering into conversations with people who seek support building on strengths, and what people can do, and how communities, families and friends can help. We recognise that for some people, social care services are required for longer to enable them to live fulfilling lives. Where people need ongoing support, we will share this responsibility with the individual, their families and their communities. We will try to meet people's needs in a personalised way which delivers the outcomes that people seek.
- 3.4 We want to achieve the best value and most cost-effective means of delivering and commissioning high quality care. This is important, not just because local authorities are receiving less funding from government to provide care, but also because the vast majority of people using support services contribute to the cost, and many Swindon residents fund their own care. Everyone should expect that the services they are buying or receiving represent the best possible value.
- 3.5 We recognise that for some people there is an enhanced risk to their personal safety because of their particular disabilities or frailties, or due to wider issues in society. We will work with people to enable them to understand and manage risks appropriately, whilst also providing arrangements to safeguard people from significant harm. Our response to concerns about people's safety will be proportionate, flexible and personal and will always be based upon the

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Further information on the subject of this report can be obtained from Phillipa Lamb, 07818510484, [plamb@swindon.gov.uk](mailto:plamb@swindon.gov.uk).

### Swindon Borough Council's Draft Adult Social Care Strategy

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individual's wishes and feelings alongside the best interests of the wider community.

- 3.6 To meet our obligations within the Care Act 2014 and to manage our key challenges in rising demand and ongoing budget pressures, we have developed a model of care and support with three levels. It is designed to ensure that people can get the right level and type of support, at the right time to help prevent, reduce or delay the need for ongoing support, and to maximise people's independence. The three levels of support are:
- 3.6.1 Helping you to help yourself - *Accessible, friendly, quick, information, advice and advocacy, universal services for the whole community, prevention*
  - 3.6.2 Helping you when you need it - *Immediate help, minimal delays, no presumption about long-term support, goal focussed*
  - 3.6.3 Helping you to live your life by providing ongoing support for those who need it - *Self- directed, personal budgets, choice and control, highly personalised*
- 3.7 The strategy provides detail on how we will deliver these three levels of support, what we aim to achieve for each level, and the associated benefits. More detail on preventative and public health interventions are outlined in Swindon's Health and Wellbeing Strategy (<http://www.swindonjsna.co.uk/strategy>).
- 3.8 The key activities for supporting successful delivery of the Adult Social Care Strategy include:
- 3.8.1 Ensuring both in-house and commissioned workforce are focused on prevention and enabling, and adopt a person centred, outcome focused approach which empowers people who need care and support.
  - 3.8.2 Preventing the abuse and neglect of adults at risk, and stop it quickly when it happens through the Swindon Safeguarding Adults Board.
  - 3.8.3 Working collaboratively with partners to progress our integration journey, and reduce the current pressures across Swindon's health and social care system by improving levels of health and wellbeing for people living in Swindon.
  - 3.8.4 Maximising the use of assistive technology where appropriate to promote independent living, and providing mobile digital technology to staff (supported by training) to enable more effective working.

# Swindon Borough Council's Draft Adult Social Care Strategy

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- 3.8.5 Focussing on high quality commissioning using evidence, local knowledge, skills and resources to best effect. This means working in partnership across the health and social care system to promote health and wellbeing and prevent, as far as possible, the need for health and social care.
  - 3.9 We anticipate that successful implementation of the strategy will deliver the following benefits:
    - 3.9.1 Performance and spend demonstrate the new approach is preventing and reducing the need for care.
    - 3.9.2 The service operates within the budget available.
    - 3.9.3 The workforce is highly skilled, effective, productive and enjoying their jobs.
    - 3.9.4 The potential of technology is being exploited to support citizens, carers and staff.
    - 3.9.5 Citizens and carers are telling us that they are able to achieve the things they want to.
    - 3.9.6 Our planning and commissioning is effective and we have good relationships with providers.
  - 3.10 We plan to develop an easy read version of the Adult Social Care Strategy for the public once it is approved.
  - 3.11 We suggest the progress in implementing the strategy is regularly reported to Adults Care, Adults Health and Housing Overview & Scrutiny Committee.
  - 4. Alternative Options**
    - 4.1 There are no suggested alternative options. This draft Adult Social Care Strategy is key to delivering better outcomes for adults in Swindon as well as reduce demand on services.
  - 5. Implications, Diversity Impact Assessment and Risk Management**
    - Financial and Procurement Implications
      - 5.1 The Council already provides resources to fund Adult Social Care provision. No further financial resources are being sought at this time.
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Further information on the subject of this report can be obtained from Phillipa Lamb, 07818510484, plamb@swindon.gov.uk.

### Swindon Borough Council's Draft Adult Social Care Strategy

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#### Legal and Human Rights Implications

- 5.2 Legal and Human Rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention Rights.

#### All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 None have been identified at this stage.

#### Diversity Impact Assessment

- 5.4 A Diversity Impact Assessment (DIA) has been completed as part of the Adult Social Care Demand Management Programme. No adverse or other significant issues were found. The Adult Social Care Strategy will positively impact on vulnerable adults living in Swindon's community.

#### Risk Management

- 5.5 No specific risks have been identified at this stage for this report.

### **6. Consultees**

- 6.1 The Director of Finance (Section 151 Officer) and the Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

### **7. Background Papers**

- 7.1 The Council Plan 2016-2020:  
[https://www.swindon.gov.uk/info/20028/open\\_data\\_and\\_transparency/759/council\\_plan\\_2016\\_-\\_2020/1](https://www.swindon.gov.uk/info/20028/open_data_and_transparency/759/council_plan_2016_-_2020/1)
- 7.2 The Health and Wellbeing Strategy: <http://www.swindonjsna.co.uk/strategy>
- 7.3 Joint Strategic Needs Assessment: <http://www.swindonjsna.co.uk/summaries>
- 7.4 Better Care Fund Plan 2017/19:  
[http://www.swindonjsna.co.uk/Files/Files/BCF/Integration\\_and\\_Better\\_Care\\_Fund\\_Narrative\\_Plan\\_Template\\_11\\_9\\_2017\\_final.pdf](http://www.swindonjsna.co.uk/Files/Files/BCF/Integration_and_Better_Care_Fund_Narrative_Plan_Template_11_9_2017_final.pdf)

### **8. Appendices**

- 8.1 Appendix 1 – Swindon Borough Council Adult Social Care Draft Strategy 2018-2022 (*circulated to Board members under separate cover and available on the Council's website at:*

## APPENDIX 1

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Health and Wellbeing Board

Date: 28<sup>th</sup> March 2018

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<http://ww5.swindon.gov.uk/moderngov/ieListDocuments.aspx?CId=933&MId=8083&Ver=4>).



Swindon Borough Council

# **Adult Social Care Strategy**

## **2018-2022**

*Our vision is for that everyone in Swindon lives a healthy, safe, fulfilling and independent life and is supported by thriving and connected communities*

March 2018

## Introduction

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Swindon Borough Council is committed to ensuring that vulnerable people are able to live as independently as possible and enjoy safe and fulfilling lives as outlined in priority 4 of our 2016-2020 Plan 'Vision for Swindon: How are we going to get there?'. The two pledges relating to this priority are:

Pledge 26: Working with the Clinical Commissioning Group (CCG) and GP surgeries to help people with long term health and social care needs to manage their health effectively with support from community groups and multidisciplinary teams.

Pledge 27: Ensuring that more people and their carers are supported to live as independently as possible and reducing the length of time people need to spend in residential care.

The Adult Social Care strategy also supports Swindon's vision that everyone lives a safe, fulfilling and independent life and is supported by thriving and connected communities as outlined in the Health and Wellbeing Strategy. Four of the five priority outcomes for action that are set out in the Health and Wellbeing Strategy relate to this strategy:

Priority 2: Adults and older people in Swindon are living healthier and more independent lives

Priority 3: Improved health outcomes for disadvantaged and vulnerable communities, (including adults with long term conditions, learning disabilities, physical disabilities or mental health problems, offenders).

Priority 4: Improved mental health, wellbeing and resilience of all.

Priority 5: Creation of sustainable environments in which communities can flourish.

There is recognition across the partnership that Swindon currently faces a number of key challenges:

- An aging population
- A growing burden of lifestyle related ill-health, particularly due to physical inactivity, obesity, alcohol and smoking
- A growing need for savings across public sector finances, including health and social care services
- Significantly poorer health in our most disadvantaged communities

Adult social care provides support in a variety of ways to people living in Swindon who have the highest level of need, for example those with a disability or a long-term illness, older people, and to unpaid carers. Social care helps people do everyday things, and safeguards people from significant harm.

This Adult Social Care Strategy describes the Council's approach to adult social care over the next five years. It provides the context for how we will work with partners to care and support people living in Swindon who have additional needs.



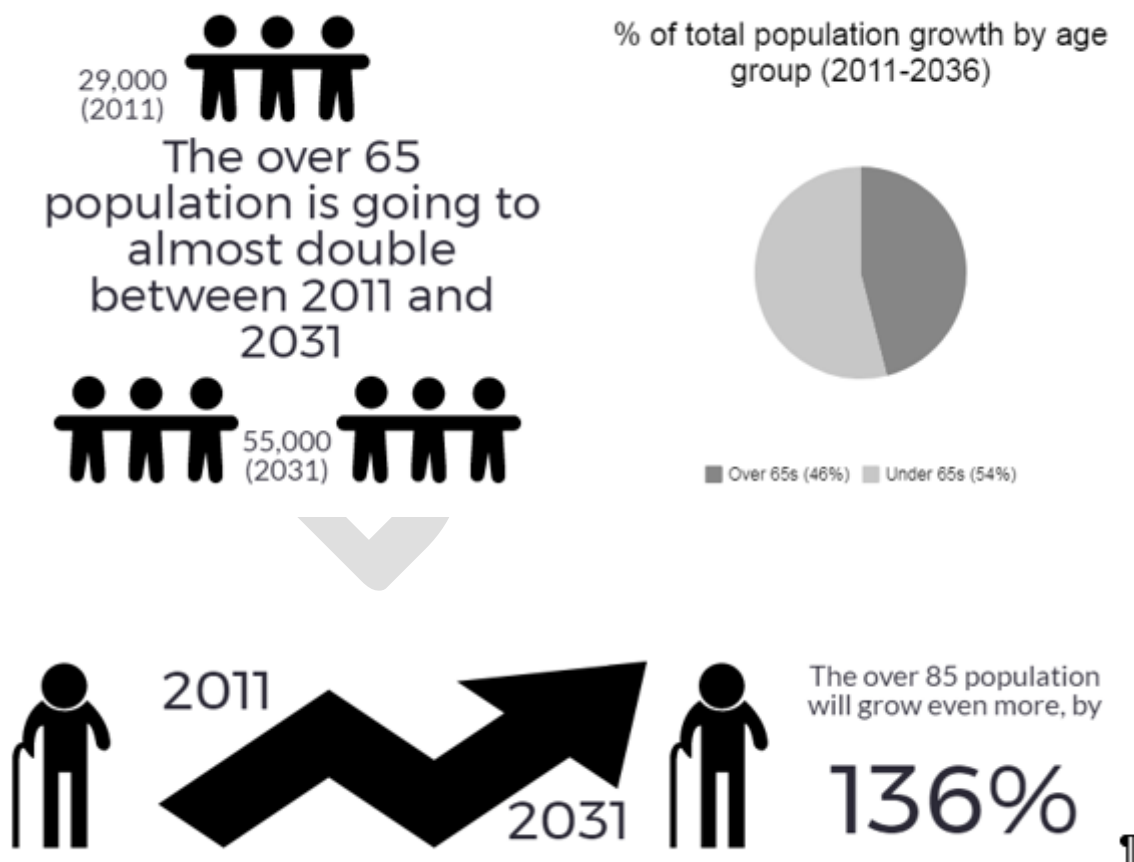
It sets out how we will:

- Maximise the use of preventative and public health services to help people remain independent or regain the independence they want and value (further information on preventative and public health interventions can be found in the Health and Wellbeing Strategy: <http://www.swindonsna.co.uk/strategy>)
- Work with partners to provide a more joined up health and social care system
- Put in place an efficient approach to delivering adult social care.
- Provide services within budget

## Context

The number of people who might need social care services in the future is expected to rise significantly. The numbers of people living with for example, dementia, learning disability or poor mental health will all increase and the rise in demand for health and social care comes at a time when funding is decreasing.

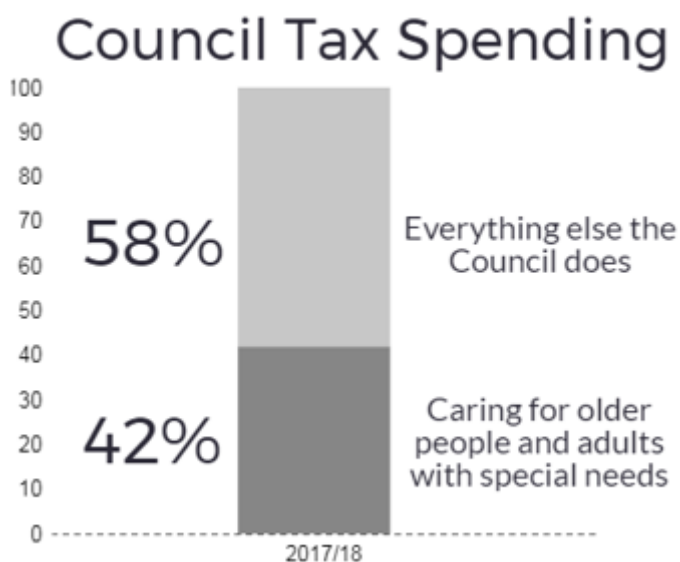
## Swindon Population is changing



The Care Act 2014 brought new responsibilities for local authorities, with new eligibility criteria for services, support for carers, new areas of work around information, advice, prevention, support for the care market, and safeguarding



There is a need for us to manage within our means, promoting and enabling independence. The focus on prevention is important for increasing independence and achieving better health and wellbeing for people in Swindon.



During the last 10 years the profile of the Council's budget has changed significantly, with a reducing amount being spent on universal services each year and a rising proportion being targeted at specialist services supporting vulnerable people. This trend is expected to continue.

## Adult Social Care Budget

2016/17

2017/18



£60.4m

£67.3m

During 2016/17 we faced increasing demand for adult social care services so an additional £5million has been added to the 2017/18 budget as social care continues to be a priority for the Council.

**During 2016/17 the Council .....**



...had **282 people**  
aged 60 or older  
referred to



**Live Well  
Swindon**

all of whom have received a  
lifestyle intervention aimed at  
improving their  
physical and emotional health  
and wellbeing

...supported **492 people**  
aged 60 or older with one  
or more long term  
conditions through the



**Community  
Navigator  
Service**

...provided **1,225 adults**  
with short term support such as  
**reablement**  
**and home**  
**care**  
to regain  
**independence**  
following a hospital stay  
or to help prevent a crisis



...supported **81 older people**



**lonely** **isolated**  
by matching them with a Volunteer  
Befriender as part of  
**Swindon Circles**

...provided  
**23,000**

items of equipment  
(telecare devices,  
home alarms,  
sensors, etc)



to help  
**2,570 people**

live independently  
by adapting their  
homes by spending  
£1.1 million



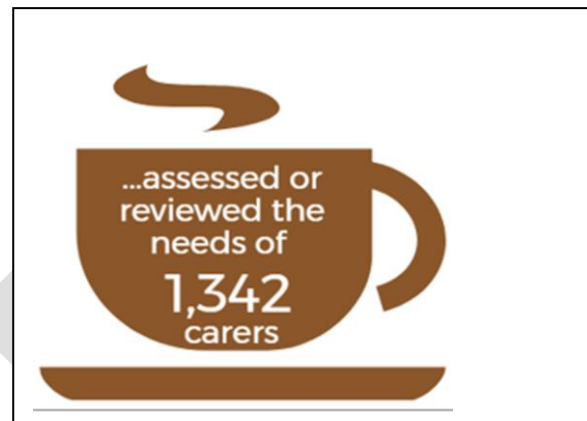
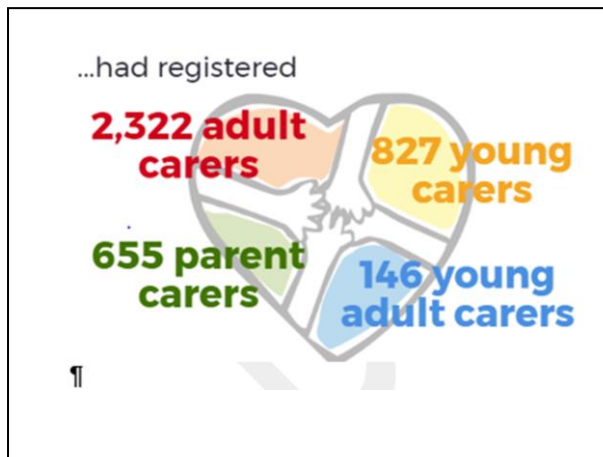
...reviewed the  
needs of  
**6,700 people**  
to ensure we  
continue to meet  
their needs

...funded **737 adults**

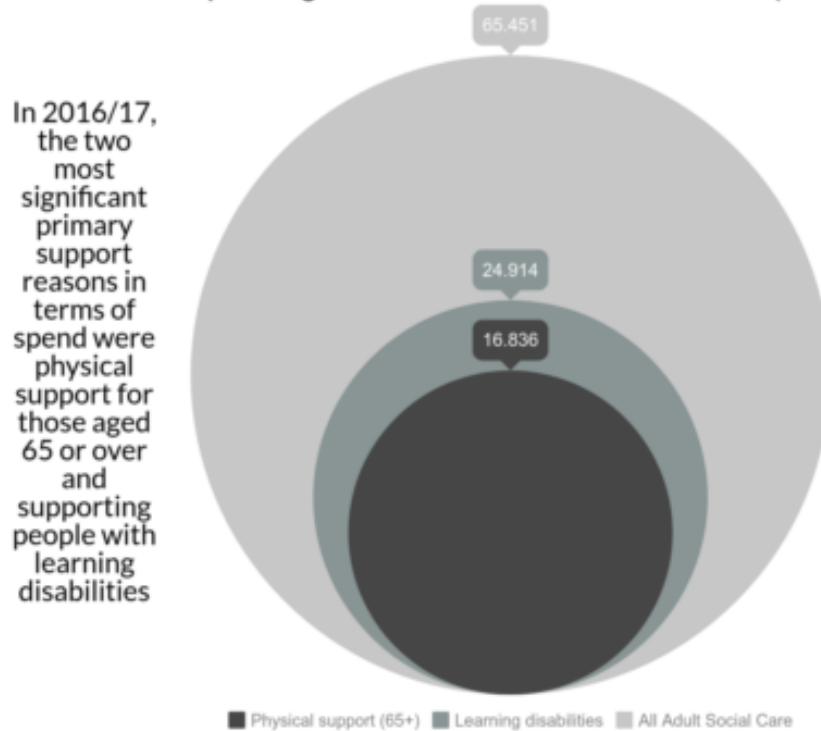


to live in  
care  
homes

510 residential  
227 nursing care



Spending on Adult Social Care in 2016/17 (£m)



[Read more:](#)



- To find out more about our preventative and public health interventions , please read Swindon's Health and Wellbeing Strategy:  
<http://www.swindonsna.co.uk/strategy>
- To find out more about the evidence base, please read the 'Joint Strategic Needs Assessment' <http://www.swindonsna.co.uk/summaries>
- To find out more about how we are working collaboratively across Swindon's health and social care system please read our Better Care Fund Plan 2017/19  
[http://www.swindonsna.co.uk/Files/Files/BCF/Integration and Better Care Fund Narrative Plan Template 11 9 2017 final.pdf](http://www.swindonsna.co.uk/Files/Files/BCF/Integration_and_Better_Care_Fund_Narrative_Plan_Template_11_9_2017_final.pdf)
- To find out more about our strategic commissioning plans please read our Market Position Statement  
[http://www.swindonsna.co.uk/Files/Files/BCF/Appendix 2 Market Position Statement draft - Final 17 - 18.pdf](http://www.swindonsna.co.uk/Files/Files/BCF/Appendix_2_Market_Position_Statement_draft_-_Final_17_-_18.pdf)

## Our vision for adult social care in Swindon

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Our focus is on promoting, maintaining and enhancing people's independence in their communities, so that they are healthier, stronger, more resilient and less reliant on formal social care services.

***Vision: Everyone in Swindon lives a healthy, safe, fulfilling and independent life and is supported by thriving and connected communities***

There is growing understanding that councils cannot do many of the things that have been done previously. We want to focus on what we can do, what our partners and communities can do, and what individuals can do. We believe that people know best how to meet their own needs, and we will support people to do that.

<b>The Council will.....</b>	<b>Benefits to you &amp; your family.....</b>
Ensure that everyone has access to information and advice which supports their wellbeing. Increasingly this will be online information, and telephone advice supported by trained customer service staff.	Information will be more responsive, up to date and tailored to your individual requirements. Information will be available for and your family to assess your own needs, eligibility for services and help understand the financial consequences of the decisions you make. This will help you and your family to think ahead and plan for the future
Provide a wide range of information on services which may support people outside of the statutory social care	This will enable you and your family to access a range of preventative local services which will help keep you and

services.	family members healthy and well.
Work with local communities and other providers of health and care services to develop local, community-based support	This will help you and your family members to stay independent and safe
Work with partners to identify people who may be at risk of needing help in the future and for whom support in the short-term may prevent longer term needs developing. This will include working with colleagues in health services to ensure people's needs are diagnosed early, their care needs identified, and wherever possible people are enabled to manage their own care.	When you or your family experience a crisis in your lives, rather than intervening to remove you or a family member from the crisis, we will work with you to manage the crisis, help you and your family member to become more resilient and develop skills to deal with issues in the future.
Make it as easy as possible to access support when you or your family need it. You will be able to get the help, advice and the support you need online, by phone, through clinic appointments or where required through pre-scheduled home visits. When you first contact us we will ensure that our support conversations enable people to access both community and family resources, as well as, where relevant, paid-for services, to maximise your independence and achieve the things that matter to you.	This will help you and your family to be more resilient and to take control of your lives. It will also reduce the risk of you or a family member becoming isolated and help provide more cost-effective care.
Work with partners, sharing information, and joining up services to avoid duplication wherever possible and understand the health and care needs of you and your family.	You and your family will experience better joint working between health and social care
To deliver services which will enable you and your family to gain or regain skills to help you live independently and recover from an illness. We will do this in an unobtrusive and least restrictive manner as possible. This means that we will support people in the short term whilst expecting that wherever possible people will support themselves in the longer term. For most people, long term support from the local authority will be the exception rather than the rule. We will provide 'just enough' support to assist people to build on their current strengths and develop their abilities to look after themselves without creating dependency on council support.	You and your family will have the right support to assist you to build on current strengths and to develop your abilities to look after yourselves without creating dependency on council support.

Seek to use equipment and technology to provide less intrusive and more costs-effective care.	Where possible you will be assisted by equipment and technology to stay living at home, with your family and friends around to provide social and emotional support.
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Our starting point will be entering into conversations with people who seek support building on strengths and what people can do and how communities, families and friends can help.

We recognise that for some people, social care services are required for longer to enable them to live fulfilling lives. Where people need ongoing support we will share this responsibility with the individual, their families and their communities. We will try to meet people's needs in a personalised way which delivers the outcomes that people seek.

However, in delivering and commissioning services we want to achieve the best value and most cost-effective means of delivering high quality care. This is important, not just because local authorities are receiving less funding from government to provide care, but also because the vast majority of people using support services contribute to the cost, and many Swindon residents fund their own care. Everyone should expect that the services they are buying or receiving represent the best possible value.

Working with providers of care we will constantly review people's care arrangements to ensure their outcomes are being met in a cost-effective way.

We recognise that for some people there is an enhanced risk to their personal safety because of their particular disabilities or frailties, or due to wider issues in society. We will work with people to enable them to understand and manage risks appropriately, whilst also providing arrangements to safeguard people from significant harm. Our response to concerns about people's safety will be proportionate, flexible and personal and will always be based upon the individual's wishes and feelings alongside the best interests of the wider community.

Our work in adult social care will be underpinned by the following set of principles:

- Sharing learning and building on evidence based practice
- Listening and incorporating the voice of the citizen and carer about what works
- Making decisions based on evidence, data and intelligence
- Delivering within budget

## How we plan to achieve our vision

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To meet our obligations within the Care Act 2014 and to manage our key challenges in rising demand and ongoing budget pressures, we have developed a model of care and support with three levels. It is designed to ensure that people can get the right level and type of support, at the right time to help prevent, reduce or delay the need for ongoing support, and to maximise people's independence.



- Provide Early Help and prevention enabling people to live more independently (more detail on the preventative and public health interventions are outlined in Swindon's Health and Wellbeing Strategy)
- Delay or avoid the need for more long term and higher cost care and support
- Direct people to local community options and solutions which are responsive to their needs and achieve good outcomes

## 1. Helping you to help yourself

*Principle: Accessible, friendly, quick, information, advice and advocacy, universal services for the whole community, prevention*



### What is needed?

- people know how to find information
- information is clear and easy to understand
- people know about both paid and unpaid services
- people understand what might happen to them and when it might happen
- people experience a seamless service between health, social care and other community based services

### How are we going to do it?

- Have an easily accessible digital information service supported by an online self-assessment processes which enable people to identify their own solutions, where appropriate, without needing to contact the council or other services
- Swindon will have an integrated approach with the NHS, particularly with primary and community care through Accountable Care, to keep people living independently
- Citizens in Swindon will be supported to maintain their own health and wellbeing, and engage with the resources in their own community, with the right information, advice, and tools to do so
- Citizens in Swindon will be enabled and supported to think about their own futures, and plan ahead in case they or their family members need support

### What do we aim to achieve

- An information, advice and guidance offer that takes a whole system approach and includes all areas of the council and health where relevant
- Initiatives available in the community and voluntary sector which help people to stay independent
- Universal Services are promoted and easily accessed
- Working with our partners so that advice and information is aimed at the whole person.

### What are the benefits?

- 75% of people who make contact for help are supported in the community
- 90% of people report it is easy to find information about services

## 2. Helping you when you need it

*Principle: Immediate help, minimal delays, no presumption about long-term support, goal focussed*



### What is needed?

- Reablement and enablement services offered to those users of services in a crisis or to support recovery who will benefit from it to increase their independence and regain skills
- For people to be able to access services timely to avoid crisis and preventing hospital admissions or moving to residential care too early
- Supporting patients to leave hospital, preventing delay and wherever possible for patients to return home

### How are we going to do it?

- Ensure health and social care staff are supported to take managed risks
- When people reach, or are close to, a point of crisis, they will be able to access timely short term support to enable them to regain their independence after the crisis has passed such as reablement
- Offer swift and appropriate support to those people who need extra support for a period of time so they regain their independence
- Where appropriate, promote the use of assistive technology to support people to maintain independence

### What do we aim to achieve

- Short term packages of care are outcome focused with clear end dates to enable people to return to independence
- Reviews of short term packages of care and support are timely and agreed with the individual
- People know what is happening, when it is happening, and how they can plan for their own future
- Deliver a new approach and supports people to take responsibility for their own health

### What are the benefits?

- 70% of people who are assessed as having care needs will be offered a short term recovery/reablement service
- 85% of people no longer need care after receiving short term recovery/reablement
- 90% of people are still living at home 91 days after completing their short-term recovery/reablement
- No more than 6 patients in any one day who are medically fit are delayed from leaving hospital due to social care
- Fewer people will need to move to residential and nursing care

### 3. Helping you to live your Life – ongoing support for those who need it

*Principle: Self- directed, personal budgets, choice and control, highly personalised*



#### What is needed?

- To adopt an approach that builds on strength and independence
- For people who use our services and carers to be well informed so they are clear about what will happen to them
- For reviews to be completed in a timely manner so people do not wait for unnecessarily after a change in circumstances before they have their package of care looked at
- To deliver a model of care and support that is based on maximising independence and achieving good outcomes for people

#### How are we going to do it?

- People in Swindon with the greatest needs are enabled to access the right support to meet the outcomes that are important to them, to help them live their life in the way in which they want
- People are able to access a wide range of support options to achieve what they want to in life – including community based support, friends and family, supported employment, and where relevant, appropriate paid for packages of care
- Work together in an integrated way across social care and health to manage people's needs, with the most appropriate practitioner co-ordinating care and support

#### What do we aim to achieve

- People are accessing both community and family resources, as well as paid for services where relevant, to maximise their independence and achieve the outcomes that matter to them
- Full assessment of care and support needs are undertaken in a way that puts the individual at the heart of their care
- Health and social care colleagues work effectively to maximise people's independence

#### What are the benefits?

- More adults with a learning disability will be offered a programme to assist them achieve a higher level of independence
- More adults who have a newly acquired disability will be offered an assessment to help them maximise their opportunities for independent living
- More adults recovering from mental ill-health will have a programme to support their long term recovery which includes helping to both self-manage their symptoms and includes peer-support
- There will be a higher proportion of people receiving longer term care whose needs will have decreased since their initial assessment or latest review
- More people with disabilities will be in paid employment
- More people with disabilities will be supported to live independently

## Key activities to deliver our strategy

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### Workforce

Our staff must have the skills, knowledge and competencies to effectively deliver the three tier approach to support. Our Adult Social Care Workforce Development Strategy ensures staff are focused on prevention and enabling, and adopt a person centred, outcome focused approach which empowers people who need care and support. Our social care workforce will be caring and kind, and have a positive 'can do' approach to risk. They will be resilient, innovative, and ambitious and will be supported to develop the skills they need to respond to effectively challenge and change.

We will:

- Develop our staff to ensure that people have the right skills and knowledge and the right tools available to deliver the Swindon three tier approach to support.
- Acknowledge the importance of the support, management, working environment and wellbeing of staff.
- Support staff to work collaboratively with partners in health and the community; and to understand each other's roles

### Safeguarding adults

Local authorities have a statutory duty under the provisions of the Care Act 2014 to lead a multi-agency, local adult safeguarding system that seeks to prevent the abuse and neglect of adults at risk, and stop it quickly when it happens. Swindon Council will continue to enact this duty through the Swindon Safeguarding Adults Board working closely with the Police, Clinical Commissioning Group (CCG) and other partners to reduce harm to adults at risk in Swindon.

### Collaboration

Swindon has a long and well established history of joint commissioning and integrated working for health and social care. Our 2017/19 Better Care Fund Plan (BCF) continues to progress our integration journey and endorses a shared responsibility for the current pressures across Swindon's health and social care system. It presents a joined up vision for all partners working with individuals, carers and local communities to transform the quality of care provided and improve levels of health and wellbeing for people living in Swindon.

We will:

- Explain and promote understanding about what adult social care does and its role and contribution within the wider community, health and social care system.
- Work together across the Council and with partners in health and the voluntary and community sector to prevent the need for care services, and promoting and supporting the focus on strengths and assets of each individual.

### Technology

Technology is used as part of a range of services to help people maintain independence. With the increasing use of Assisted Living Technology employers and staff need to be more aware of what types of Assisted Living Technology is available and how it can be used. Just as technology has become part of everyday life, the use of Assisted Living Technology has also become more acceptable and established

We will:

- Maximise the use of assistive technology where appropriate to promote independent living.
- Provide mobile digital technology, supported by training, to staff to enable more effective working.

### **Strategic commissioning**

A focus on high quality commissioning using evidence, local knowledge, skills and resources to best effect are key to embedding our three tier approach to care and support. This means working in partnership across the health and social care system to promote health and wellbeing and prevent, as far as possible, the need for health and social care. Our Market Position Statement describes how we will ensure the care and support market is stable whilst meeting the needs of people that use them and their carers, offering a quality, value for money service by:

- Gathering and using good information about the needs of the Swindon population, what the market is supplying and what works.
- Further develop our relationship with current and potential providers to achieve a diverse and responsive market place.
- Ensure value for money and effectiveness of services
- Continue to maintain quality providers
- Increase the proportion of our resources invested in prevention and early intervention year on year

### **How will we know it is a success?**

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In five years' time we will know the three tiered approach has been successful when:

- We operate within the budget available and maintain the quality of services.
- The workforce is highly skilled, effective, productive and enjoying their jobs.
- We exploit the potential of technology for citizens, carers and staff.
- Citizens and carers tell us that they are able to achieve the things they want to.
- We are planning and commissioning effectively and have good relationships with providers.

### **Monitoring our performance**

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Progress will be regularly reported to the relevant Council Committees to track performance and outcomes.

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### Prevention Concordat for Better Mental Health

Health and Wellbeing Board

Date: 28<sup>th</sup> March 2018

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Author:	Frances Mayes, Senior Public Health Manager
Wards:	All
Parishes Affected:	All

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#### 1. Purpose and Reasons

- 1.1 The purpose for the National Prevention Concordat is to provide a focus for cross-sector action to deliver a tangible increase the adoption of public mental health approaches across local authorities, the NHS, public, private and VCSE sector organisations, education settings and employers. It acknowledges the active role played by people with lived experience of mental health problems, individually and through user led organisations.
- 1.2 The Prevention Concordat for Better Mental Health is underpinned by an understanding that taking a prevention-focused approach to improving the public's mental health is shown to make a valuable contribution to achieve a fairer and more equitable society.
- 1.3 The National Prevention Concordat was launched by Public Health England in September 2017, it is outlined in the NHS Five Year Forward View for Mental Health.
- 1.4 It provides a focus for cross-sector action to improve people's mental health and reduce the risk of mental illness.
- 1.5 It has been estimated that the economic and social costs of mental health problems in England was £105 billion in 2009-10
- 1.6 The national prevention concordat states that the prevention agenda within local areas needs to be taken on at the highest level and led by the Health and Wellbeing Board. The role of the Health and Wellbeing Board would be to raise the profile of this work, hold partners to account and have annual oversight of this work.
- 1.7 Mental Health and Wellbeing is already recognised as a key priority in the Swindon Health and Wellbeing Strategy.
- 1.8 Four priority areas have been identified for the forthcoming year:
  - 1.8.1 Children and young people
  - 1.8.2 Housing and Homelessness
  - 1.8.3 Mental Health in workplace – SBC and partners

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Further information on the subject of this report can be obtained from Frances Mayes, 01793 444677, FMayes@swindon.gov.uk.

### Prevention Concordat for Better Mental Health

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Date: 28<sup>th</sup> March 2018

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1.8.4 Promote the Five Ways to Wellbeing – Connect, Give, Take Notice, Keep Learning and Keep Physically Active

- Supporting self-care and talking stigma

## 2. Recommendations

The Board is recommended to:

2.1 Support the adoption of the Prevention Concordat for Better Mental Health in Swindon, and endorse the priority areas set out in paragraph 1.8 of the report.

2.2 Recommend to Cabinet and the Swindon Clinical Commissioning Group Governing Body that they adopt the Prevention Concordat for Better Mental Health in Swindon.

## 3. Detail

3.1 In addition to the cost of mental health highlighted above there are some other key facts which highlight the need to prevention mental health problems.

3.1.1 Half of young adults with mental health issues have symptoms by the age of 15 and nearly 75% by their late teens.

3.1.2 For those aged 5-19 years, suicide is the second most common cause of death and 1 in 5 adults has considered taking their life

3.1.3 Someone with a severe mental illness will die on average 20 years earlier than the general population

3.1.4 9 in 10 people with mental health problems experience stigma and discrimination

3.2 The National Prevention Concordat sets out some guidance and resources for areas to ensure they are delivering core high quality public mental health. It outlines the three different levels of prevention including:

3.2.1 Promoting good mental health and wellbeing

3.2.2 Prevention of mental health problems, suicide and self harm

3.2.3 Improving the lives of people experiencing and recovering from mental health problems

This is across all ages and the life course.



### Prevention Concordat for Better Mental Health

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- 3.3 The prevention concordat talks about three different levels of prevention Including:
- 3.3.1 Primary prevention - addressing the wider determinants e.g. debt, poverty, employment, education, housing, access to green space and adverse life experiences (abuse, bullying, bereavement).  
  
Raising awareness and knowledge about mental health problems, maintaining good mental health (5 ways to wellbeing) and tackling stigma associated with poor mental health
  - 3.3.2 Secondary Prevention - early identification and early intervention to stop the progress of illness
  - 3.3.3 Tertiary Prevention - promoting recovery and reducing the risk of recurrence for people living with mental health problems
- 3.4 Best practice guidance by Public Health England identified 5 key steps to deliver the Prevention Concordat:
- 3.4.1 Undertake and needs assessment and assets mapping
  - 3.4.2 Working in partnership and alignment
  - 3.4.3 Translating need into deliverable commitments
  - 3.4.4 Defining success outcomes
  - 3.4.5 Leadership and accountability
- 3.5 In Swindon we have undertaken a mental health needs assessment for adults and a separate one for children and young people in which we have included some assets mapping. We also undertake a Suicide Audit which can also inform the prevention agenda.
- 3.6 We have some excellent examples of good partnership working and alignment including STP Transformation Plans, CAMHS transformation plans, suicide prevention and Swindon and Wiltshire Crisis Care Concordat. We need to ensure that the person with lived experience continue to be included in the development of all plans.
- 3.7 The STP Transformation Plan, The Five Year Forward Strategy, The CAMHS transformation Plan and Suicide Prevention and Self-Harm Prevention Strategy and Wiltshire and Swindon Crisis Care Concordat all have action plans which include the recommendations from the needs assessment. However, we would benefit from ensuring prevention is highlighted in all plans and pull all prevention
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actions into a single plan. We need to define accountability and ensure a wider range of plans include mental health e.g. homelessness strategy, substance misuse strategy etc.

- 3.8 All public mental health initiatives are evaluated but current measure are often very high level such as the suicide rate or self harm admissions. Prevention and awareness raising are more difficult to measure. For example, the Mindful Employer Network has very good attendance at events, 100s of employers in Swindon engaged, events are evaluated but it is more difficult to measure the impact it has on employees within those organisations.
- 3.9 Overall leadership and accountability for the concordat sits with the Local Authority and Clinical Commissioning Group alongside other partner's contributions. Service users need to be involved and form part of the governance structure. The Public Mental Health Lead and Champion are already established and in post.
- 3.10 The next steps for implementing the prevention concordat will be to review all these different areas in more detail to ensure they meet the concordat best practice guidance:
- Continuous monitoring of needs and data
  - Ensuring all mental health strategies and plans include prevention elements and capture these in one place
  - Ensure clearly defined success outcomes are in place
  - Ensure a wider range of strategies address public mental health issues
  - Review a human rights based approach with regard to public mental health
  - Ensure the service user voice is heard
- 3.11 Four areas have been highlighted for focus over the next year. They are:
- 3.11.1 Building capacity and identify and tackling mental health problems early for children and young people
- 3.11.2 Tackling mental health problems associated with housing and homelessness
- 3.11.3 Mental health in the workplace ensuring that Swindon Borough Council and partners such as CCG focus on the mental health and wellbeing of their employees and tackle the stigma associated with mental health problems whilst continuing to promote mental health in the workplace through the Mindful Employer Network.
- 3.11.4 Promote the Five Ways to Wellbeing

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### Prevention Concordat for Better Mental Health

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- 3.12 We have also agreed alongside Wiltshire and Banes to have a “Year of Mental Health” in Swindon where we bring together much of the good work that is already taking place under a banner of mental health. Events planned include – Town Centre based activities during Mental Health Awareness Week in May, the roll out of ELSA (Emotional Literacy Support Advisor Training in Schools in September, the roll out of Connect 5 training for Swindon from May, various Mindful Employer Events, Twigs Events and the Launch of Swindon and Gloucestershire Mind.

#### 4. Alternative Options

- 4.1 The Board could choose to not support the adoption of the Prevention Concordat.

#### 5. Implications, Diversity Impact Assessment and Risk Management

##### Financial and Procurement Implications

- 5.1 There are no direct financial or procurement implications arising from the prevention concordat. Planned work as outlined in the concordat and under the priorities is covered by existing budgets or will go through appropriate Swindon Borough Council approval processes. In the longer term the impact of the strategy may reduce health and social care costs.

##### Legal and Human Rights Implications

- 5.2 There are no legal or human rights implications identified through the strategy.

##### All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 The Concordat has the potential to reduce health inequalities associated with mental health. It has a particular focus on improving mental health of the workforce.

##### Diversity Impact Assessment

- 5.4 A diversity impact assessment will be undertaken alongside development of this work. Diversity was considered as part of the needs assessments which will inform this work.

##### Risk Management

- 5.5 No specific risks have been identified at this stage for this report.

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**6. Consultees**

- 6.1 The Director of Finance (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

**7. Background Papers**

- 7.1 Prevention concordat for better mental health: planning resource:  
<https://www.gov.uk/government/publications/prevention-concordat-for-better-mental-health-planning-resource>

**8. Appendices**

- 8.1 None.