

Report for: Adults and Health Scrutiny Panel – 18th Sep 2023

Title: Update to Response to Recommendations in the Living Through Lockdown Report

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Ward(s) affected: All

Report for Key / Non-Key Decision: Non-Key Decision

1. Describe the issue under consideration

1.1. The Adults and Health Scrutiny Committee requested a further update on the Council's response to the recommendations of the 'Living Through Lockdown' report.

2. Background information

2.1. The 'Living Through Lockdown' report was published in August 2020 by the Joint Partnership Board (JPB) and an update on the Council and partners response was provided to the Adults & Health Scrutiny Committee in March 2022.

2.2. The report provides a summary of issues and concerns experienced by adult social care service users and carers during the first lockdown of the Covid-19 pandemic in Haringey from March 2020 and highlighted several recommendations. The report covered a wide range of areas and was compiled through a series of interviews and meetings carried out by Public Voice with the Joint Partnership Board. The Joint Partnership Board was set up in 2017 to ensure that vulnerable groups in Haringey have a voice in the way NHS services and social care are provided for them. Public Voice, which runs and manages Healthwatch Haringey, was commissioned by Haringey Council to establish and support the running of the Joint Partnership Board and its reference groups.

2.3. Since the report was published, the Council and statutory partnerships have used the findings and recommendations to implement new initiatives and changes in service delivery. This report provides an overview of these.

3. New initiatives implemented

3.1. **Bereavement Counselling** was made available through the Community Bereavement Framework and widely promoted through a range of local networks and forums during the pandemic.

The Haringey Bereavement Service is now provided directly by St Joseph's Hospice in partnership with the Haringey Palliative Care Service. The service is

open to adults aged 18+, who live in the borough of Haringey and have been bereaved. They will also try to provide information and link to other relevant organisations. All counselling and bereavement support provided is confidential and provided free of charge. The service is funded as part of the NHS Haringey Palliative Care Service

3.1.1. The ICB and Council intend to extend the support available through St. Joseph's Hospice in the latter half of 2023, and there are also other culturally specific bereavement support solutions being developed in Haringey.

3.1.2. A Bereavement After Suicide service was commissioned in response to the pandemic and continues to be funded by the Council's Public Health team.

3.2 **Food Networks:** The Council had a comprehensive food delivery offer during the pandemic, which included all vulnerable residents, not just food bank users. We used all our networks to try to ensure we reached all those in need in the borough and included food and essential supplies in a weekly package delivered to people's homes.

3.2.1 After originally coming together in 2020 during the pandemic, Haringey Food Network had the backing of Haringey Council and many other organisations, before it transitioned to a constituted organisation early in 2022, with a slight change of name as the **Haringey Community Food Network (HCFN)**. HCFN is still well supported by the Council currently funds a Food Network Co-ordinator, through Bridge Renewal Trust to support the network.

3.2.2 HCFN is a network of food growers, suppliers, emergency food providers, food banks, community kitchens, food delivery services, homeless outreach projects and food support organisations across Haringey. They operate on a belief that everyone in Haringey should have easy access to affordable, healthy, equitable and culturally appropriate food.

3.2.3 HCFN members collaborate to offer as comprehensive a food service as possible for those in need, and distribute food donated in Haringey as evenly as they can. HCFN is now placed to directly apply for grants and funding to find more sustainable solutions and is working with other local and nationwide organisations to learn what options are viable.

3.2.4 HCFN will be a key partner in the development and delivery of the Haringey Food Action Plan, which is being presented to Cabinet in September 2023.

3.3 **Community Networks:** The **Turkish and Kurdish Community Network** was established in February 2021, responding to one of the recommendations in Healthwatch's report on the impact of Covid-19 on Turkish and Kurdish communities. The report highlighted the need for culturally appropriate and accessible mental health services, as well as a platform for residents, community representatives and organisations to share their experiences, needs and opportunities with statutory services – the establishment of the Network responded directly to the latter recommendation, with a broad set of issues spanning health, employment and emergency response being covered in the Network meetings. The **Somali Community Network** was established later in 2021 using similar principles; but was established in response to calls from community

representatives and residents following the murder of young Somali males in the borough. The **Women's Network** was established in November 2021, and the **Latin American and Latin Caribbean Network** in October 2022.

- 3.4 **Coordination Group Addressing Racism & Racial Equity in Health and Care Group:** The **Coordinating Group Addressing Racism** was established in the summer of 2020 following the murder of George Floyd and the significant disparities in healthcare and outcomes that were highlighted by the Covid-19 pandemic. The Group brought senior leaders together from influential organisations across Haringey to understand data, share good practice and provide constructive challenge. A number of successful projects have been delivered through the group spanning policy, education, and community safety and policing. The Racial Equity in Health and Care was established as a subgroup in 2022 and is co-chaired by Nnenna Osuji and Geoffrey Ocen and brings colleagues together from across the health and care partnership to understand differential outcomes and plan to address these collectively.
- 3.5 The **Finance Support Team** was created in response to the pandemic and continuing Cost of Living Crisis by helping to ensure all Haringey residents get the help and support available to them. Routinely helping Haringey residents improve their financial situation, by:
- setting up a debt payment plan
 - help with child care costs
 - unclaimed benefits you may not be aware of
 - introducing you to employment support
 - reducing and managing rent and utility arrears
 - applying for grants and increasing your income
 - managing finances and budgeting
 - ensuring you are paying the right amount of council tax
- 3.5.1 The team has a direct online presence as well as dedicated email and phonenumber.
- 3.5.2 As part of this offer the **Haringey, Here to Help** campaign was launched which provided clear and easy access to information of all the help and support available directly to residents.
- 3.5.3 During the campaign a booklet was produced in multiple languages and sent to every household in the borough detailing the various offers of help available during the continuing cost of living crisis. This is also available online, here: [Haringey, Here to Help | Haringey Council](#).
- 3.5.4 This campaign clearly demonstrates an improvement in our communication approach as well as a commitment to ensuring we improve access to information for residents; a recommendation that was originally highlighted in the Living Through Lockdown report.
- 3.6 **Haringey Borough Partnership:** The Haringey Borough Partnership is a collaboration between the main providers of health and care services for people in Haringey. Our goal is to improve the health and wellbeing of Haringey residents through reaching people early to avoid crisis; through more joined up ways of working and delivering services across health and care.

- 3.6.1 Since the pandemic the Board has been refreshed and has a renewed focus on reducing health inequalities that were further impacted Covid-19.
- **Start Well**; Giving children and young people the best start in life (0-25 years).
 - **Live Well**; Improving the health and wellbeing of working-age adults (16 to 65).
 - **Age Well**; Working together to support people with frailty (mainly aged over 65) to live and age well.
 - **Neighbourhoods and Health Inequalities**; Reducing inequality in outcomes; embedding joint working.
- 3.6.2 As part of our focus to reduce health inequalities, the Haringey Borough Partnership and North Central London Integrated Care Board **Inequalities Fund (IF) Programme** was established in 2021 across 5 NCL Boroughs to tackle health inequalities. Both Haringey and Enfield received a higher level of the £5m investment from NCL ICB than other Boroughs due to their proportionately higher levels of deprivation, particularly amongst the (often most diverse) wards in the east. In 2023/24 this represented a £1.5m for Haringey with a further £200k invested to support some of the (all age) projects in the Programme from Haringey's Better Care Fund ICB Minimum Allocation. The Inequalities Fund works on the basis that whilst the NCL Integrated Care System (ICS) can allocate resources, Boroughs should largely take responsibility for prioritisation, shaping and delivering these schemes.
- 3.6.3 In Haringey, this means that the **Neighbourhood & Health Inequalities Board** has oversight of the Haringey IF investment and development, that is delivered through our Healthy Neighbourhoods Programme. The Programme aims to promote equity of access, outcomes and experience for under-served groups and communities across NCL, particularly amongst those Haringey residents living in the 20% most deprived neighbourhoods in England. It does so through developing new approaches to improve engagement and trust with these communities and to tackle entrenched health inequalities.
- Its objectives are to:
- Develop innovative and collaborative approaches to delivering high-impact, measurable changes in inequalities across NCL, and addressing the underlying causes of health inequalities;
 - Create solutions which break down barriers between organisations and both develop new and extend existing relationships within boroughs, multi-borough and NCL-wide partnerships;
 - Target the most deprived communities and reaching out proactively to our resident black and minority ethnic populations, in line with the NHS aims associated with addressing equity.
 - Work alongside our population, the VCSE and our partners across health and care in making a difference to the lives of our people.
- 3.6.4 **Healthy Neighbourhoods** is a multi-agency collaboration between NHS, primary care, Council and VCSE partners on behalf of the Haringey Borough Partnership, working with diverse under-served communities living in the east of the Borough to address health inequalities. Its intention is to co-design and deliver a range of preventative and planned care solutions to improve health, well-being and life chances.

3.6.5 A total of 16 projects are underway, delivered by a range of VCS partners and grassroots organisations under the following themes.

- Ensuring Best Start in Life (largely focussed on childhood weight management, healthy eating and speech and language):
- Improving Prevention, Diagnosis and Management of Acquired long-term conditions (kidney disease, cardiovascular disease/hyper-tension and COPD);
- Improving mental well-being and encouraging people to come forward for help, particularly focussed on younger people from non-White British ethnic backgrounds;
- Supporting Vulnerable People including those with severe & multiple disadvantage and those with sickle cell disorders, to recognise even within deprived communities, there are individuals who have greater need.
- A cross-cutting theme, Community Empowerment, ensures there is sufficient VCSE engagement and investment to support community asset-building and co-design in the emerging models, and people in these under-served communities feel better able to 'have their say' on local services.

3.6.6 One of these projects directly builds upon the Community Protect model that was implemented in during the pandemic. It continues to build and embed a network of community champions who would work to support residents in the local diverse communities, including to support empowerment of individuals and groups to engage with a wider set of physical and mental health and social issues.

3.7 A pilot **Community Chest** model was also created under the Healthy Neighbourhoods Programme to enable micro, small and medium funding grants to be awarded to Voluntary and Community Sector (VCS) and grassroots organisations to work with, and support, under-served groups. A further 7 projects are underway under the pilot.

3.8 The projects will be evaluated in quarter 4 of 2023/24.

3.9 The Bridge Renewal Trust, our strategic partner in the VCS, was originally awarded the '**Home from Hospital Service**' contract in April 2020. The contract is funded through the Better Care Fund and is agreed annually, with the decision currently being made about its future from April 2024. The service supports Haringey residents aged 18 and over to:

- Return home safely from hospital (effective discharge)
- Reduce the number of re-admissions within 28 days for residents who have accessed the Home from Hospital service (excluding residents with scheduled appointments)
- Have a supported discharge from emergency departments and medical assessment wards (admission avoidance) as well as,
- increase the Number of people sustained in their communities following an admission to hospital.

3.9.1 In the first year of lockdown, 2020, the service highlight report indicated a 92% satisfaction rate from residents, with 96% receiving onward referrals to organisations within the community and no patients readmitted to hospital due to lack of support.

4. Recommendations

- 4.1. The Committee to note the contents of this report, endorse our approach and help us consider how we can sustain and build on improvements to our support for residents.

5. Reasons for decision

- 5.1. N/A

6. Contribution to strategic outcomes

- 6.1. The programmes detailed in this update report enable the Council to deliver against a number of Corporate Plan objectives and priorities. Most specifically Theme 1 - Resident experience, participation and collaboration, Theme 3 - Children and young people, Theme 4 - Adults, health and welfare, Theme 7 - Culturally Rich Borough and Theme 8 - Place and economy.

7. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

- 7.1. Finance and Procurement

This is an update report for noting and as such there are no direct financial implications associated with this report.

- 7.2. Legal

This is an update report for noting and as such there are no recommendations for action.

- 7.3. Equality

This is an update report for noting and as such there are no recommendations for action.

8. Use of Appendices

Appendix A – Living Through Lockdown report (Healthwatch Haringey - Aug 2020)

9. Local Government (Access to Information) Act 1985

N/A