

FULL COUNCIL

8 FEBRUARY 2022

REPORT OF CABINET MEMBER FOR DEPUTY LEADER REPORT AND SOLIHULL HEALTH AND WELLBEING BOARD

1. COUNCIL UPDATE FROM THE DEPUTY LEADER

1.1 Purpose of Report

1.1.2 To advise Members that the Health and Wellbeing Board met on the 25 January 2022. Summary of key area discussed.

1.1.3 **Development of the Integrated Care System Financial Framework and approach to Resource Allocation:** The Health and Wellbeing Board received an update on the work being undertaken by the Birmingham and Solihull Integrated Care Board to develop a plan to meet the health and healthcare needs of the population and to allocate resources to deliver the plan across the system. This involves determining what resources should be available to meet population need in each place and setting principles for how they should be allocated across services and providers.

1.1.4 **Solihull Together:** The Health and Wellbeing Board received a progress update on Solihull place-based partnership arrangements and programmes of work.

1.1.5 The Board considered how over the last two months, the place team has been gathering information to help clarify the current arrangements for Solihull place and develop proposals for moving forward. The report outlined progress made so far with proposals for future developments and focuses on:

- A proposal for our programme management approach
- Our programmes of work and next steps for each programme
- Our proposed 'enablers' or cross cutting themes
- Development of the Solihull place project plan
- Details of the ICS Care Programme and delegation to place
- Voluntary Community and Social Enterprise event

1.1.6 **Active Communities - The Birmingham & Solihull Local Delivery Pilot:** The Health and Wellbeing Board considered the Local Delivery Pilot, funded by Sport England, which is working across 6 areas in Birmingham & Solihull. It focuses on:

- does encouraging people to be more civically active lead to higher levels of physical activity, and
- do increased levels of physical activity and citizenship led to more resilient communities?

The Active Communities pilot is focusing on the following areas:

- Tackling inequalities and removing barriers for the least active people
- Exploring the emerging evidence of the positive link between civic and physical activity
- Testing new things to see what works and working closely with trusted people in communities.

- 1.1.7 This includes collaborative working with Solihull Community Housing, supporting them with pop up events and community engagement sessions for the residents of the high-rise accommodation in autumn.
- 1.1.8 **Solihull Domestic Abuse Strategy 2022-2025:** The Health and Wellbeing Board considered the Domestic Abuse Strategy for 2022-2025. This Strategy builds on the work already completed in the Borough. It is the aim of the Partnership Board to ensure that those at risk of, or experiencing domestic abuse in Solihull, have the long-term support and services that they require. The aim of this 3 year Strategy is to enable the Partnership to work together to prevent domestic abuse; identify and protect those at risk of domestic abuse; strengthen resilience of victims and communities; support victims in their recovery; and pursue those who perpetrate domestic abuse and bring them to justice.

1.2 Good News and Issues of Interest

- 1.2.1 **Health Inequalities Strategy out for consultation:** A consultation closed yesterday on our proposed three-year Health Inequalities Strategy which sets out the Health and Wellbeing Board's plans to reduce health inequalities locally. The aim of the strategy is to improve the lives of those with the worst health outcomes the fastest, to help them live healthier, happier, longer lives.
- 1.2.2 The strategy is a call to action to residents, community groups and local organisations to partner with the Council and NHS, to tackle health inequalities across the borough. It focuses on what more can be done locally to close the health gap at different stages in people's lives.
- 1.2.3 We asked people via a short anonymous survey to tell us if we are focusing on the areas that matter most to them. The three-week consultation was promoted widely both internally and externally including partners, residents and community groups. We will report back on the final strategy once people's feedback has been collated and integrated into the strategy.
- 1.2.4 **Support the holiday Food Parcel delivery:** A joint initiative between Helping Hands Food Bank, SMBC Community Development Team and SCH resulted in 161 Christmas gift bags including food and essentials being packaged and delivered to individuals and Families in Solihull who were spending Christmas in temporary accommodation.
- 1.2.5 **Jaguar Land Rover pop-up COVID vaccination clinic:** I had the pleasure of supporting council officers, NHS and JLR colleagues and volunteers in running the temporary walk-in COVID-19 vaccination clinic at Jaguar Land Rover's Logistics Operations Centre before Christmas.
- 1.2.6 Across seven and half days from 17-24 December, a total of 2, 469 people came forward for their 1st, 2nd and booster jabs.
- 1.2.7 The clinic, which was set up in a matter of days, went on to offer community transport options – including Solihull Jab Cab - to help residents in the north of the borough to access this vaccine site easily and freely.
- 1.2.8 During my time helping out at the clinic, which involved meeting visitors, it was great to see the successful multi-agency partnership working at play. I'd like to thank all those involved with making this happen so quickly and efficiently.

- 1.2.9 **Award nomination:** SCH is delighted to be among the finalists for this year's Housing Digital Innovation Awards. The Customer Engagement team are shortlisted in the 'Most Innovative Approach to Resident Involvement' category, reflecting the success of the new innovative engagement strategies including the SCHape Panel and the VIP Panel.
- 1.2.10 **SCHape Panel review:** The SCHape Residents' Panel works with SCH officers and the Board to review services and provide recommendations as to how SCH can improve the services it delivers. This fundamental scrutiny function links directly into the SCH governance structure and ensures residents can influence the way services are developed and delivered.
- 1.2.11 The SCHape Panel have carried out their first review, which focussed on the experience of customers when bidding for and moving into a home. The panel identified a number of areas of good practice, and areas where SCH could improve the customer experience and these recommendations were welcomed by Housing Operations Committee. The SCHape Panel are now working with senior officers and Board Members to agree the implementation plan.
- 1.2.12 **Voice of the Customer:** During Q1 of the current financial year SCH established a data partnership with an independent and external organisation to measure customer satisfaction with a range of SCH services. This enables SCH to report an externally verified level of overall customer satisfaction with SCH services. This is 87.82% in Quarter 3. In addition, a quarterly survey tracks the level of wider satisfaction with SCH overall (akin to the SMBC Place Survey). This give SCH a more frequent 'temperature check' of customer's perception of the business.
- 1.2.13 Real-time Dashboards are available to managers and service leads to monitor satisfaction, react in a much timelier way to fluctuations and assess the impact of improvement measures. A summary of the results are captured in the 'Voice of the Customer' (VOC) report which is shared with the SCH Board. This allows SCH to measure the quality of service delivery for customers more comprehensively than ever before, and furthermore, have the most mature insight data to date.
- 1.2.14 **Mobysoft launch:** SCH have now implemented a new tool to assist with income collection. The tool provides analysis of customer payment patterns and will help to ensure the Income Collection team maximise income potential and continue to reduce arrears.
- 1.2.15 **Sprinkler installation programme:** The sprinkler installation work is now operating at full capacity following the Christmas break, with the team currently working in several high rises across the north of the borough. Residents are being kept informed of progress through high rise newsletters and door to door customer engagement. Latest figures reflect good progress, with:
- 2 blocks are now complete
 - 2 blocks communal areas and flats handed over awaiting water suppliers
 - 4 blocks communal areas under SCH QA checks, Flats completed awaiting water suppliers
 - 2 blocks communal areas being completed, flats completed awaiting water suppliers

- 1.3.16 **Inclusive Services Register:** More than 200 customers have so far been in touch to ask that their details are added to the new Inclusive Services Register. This is designed to ensure that SCH deliver services in the most effective way to meet the needs of all its customers. By sharing details through the Inclusive Services Register, residents can ensure that any physical or mental health challenges they face do not provide a barrier when it comes to receiving key services. More customers will join the register over the next few months as SCH start to promote the new service more actively via print and digital channels.
- 1.3.17 **LGBTQ+ Month:** Throughout February, SCH will be showing its support for LGBTQ+ Month. Positive campaign messages will be shared with staff and customers, and there will also be signposts to support groups and points of interest shared. SCH staff will also be flying the rainbow flag on their digital email signature throughout the month.
- 1.3.18 **Household Support Fund:** SCH has until the end of March to spend its allocation of the Household Support Fund, a new Government initiative to help families and vulnerable tenants with food and essential utility bills costs. The SCH Money Advice Team is working closely with SMBC on this scheme which is intended to help tenants during the winter months. So far around 200 households have received some form of support totalling almost £10,000. One hundred food vouchers have been allocated and 89 households have been assisted with fuel and water bills.
- 1.3.19 **Furniture recycling:** The new furniture recycling scheme has now been expanded to include beds, mattresses, wardrobes, crockery and small electrical items. Donations are increasing all the time to this important new service which is being supported by one of the Kickstart scheme recruits at SCH. The scheme has now received almost 100 donated items, things that may well have ended up in landfill sites. The furniture recycling scheme aims to support customers moving into their first home who may not have the means for basic furnishings, helping to forge more sustainable tenancies. Two households have received a significant number of donated items.
- 1.3.20 **Two Closure Orders issued for criminality and anti-social behaviour:** I am pleased to report that after many months of hard work by SCH officers, our legal team and the police, we were granted two Closure Orders by Birmingham Magistrates Court on 24 January in response to anti-social behaviour and criminality at properties in Smiths Wood and Chelmsley Wood. As well as detailing the cases, we have also promoted the ASB Hotline number to encourage further reporting.