



Exeter City Council

To the Chair and Members of Exeter Health and Wellbeing Board

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AGENDA FOR
EXETER CITY COUNCIL
EXETER HEALTH AND WELLBEING BOARD

The **Exeter Health and Wellbeing Board** will meet on **TUESDAY 12 SEPTEMBER 2017**, commencing at **2.00 pm**, in the **Rennes Room, Civic Centre, Paris Street, Exeter**. If you have an enquiry regarding any items on this agenda, please contact Howard Bassett on **Exeter 265107**.

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8 Sugar Smart City - Dawn Rivers

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9 Dates of future meetings

31 October 2017

30 January 2018

10 April 2018

10 July 2018

11 September 2018

DATE OF NEXT MEETING

The next **Exeter Health and Wellbeing Board** will be held on Tuesday 31 October 2017 at 2.00 pm

EXETER HEALTH AND WELLBEING BOARD

Tuesday 11 July 2017

Present:-

| | |
|----------------------------|------------------------------|
| Councillor Bialyk (Chair) | - Exeter City Council |
| Councillor Edwards | - Exeter City Council |
| Councillor Morse | - Exeter City Council |
| Councillor Leadbetter | - Devon County Council |
| Councillor Randall-Johnson | - Devon County Council |
| Dr Virginia Pearson | - Public Health |
| Jo Yelland | - ICE |
| Martha Wilkinson | - Devon Community Foundation |
| Sarah Yelland | - Devon Community Foundation |
| Matt Evans | - Active Devon |
| Julian Tagg | - Exeter City Football Club |
| Simon Bowkett | - Exeter CVS |
| Dawn Rivers | - Exeter City Council |
| Howard Bassett | - Exeter City Council |

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APPOINTMENT OF CHAIR

RESOLVED that:-

- (1) Councillor Bialyk of Exeter City Council be appointed Chair of the Board for the next 12 months; and
- (2) Dr Virginia Pearson be appointed Deputy Chair of the Board for the next 12 months.

9

APOLOGY FOR ABSENCE

This was received from Gillian Champion.

10

MINUTES OF THE MEETING HELD ON 31 JANUARY 2017

The minutes of the meeting held on 31 January 2017 were taken as read and signed by the Chair as correct.

11

WELLBEING EXETER AND EXETER COMMUNITY FORUM/EXETER CITY COUNCIL COMMUNITY BUILDERS' WORK

Jo Yelland updated the Board on the background to Integrated Care Exeter and overview of one of the main programmes - Wellbeing Exeter. This programme had been developed over a two year period and aimed to support the development of more resilient and connected individuals and communities with a focus on early intervention and prevention. Wellbeing Exeter is one of around 100 programmes nationally using social prescribing to empower individuals to improve health by connecting to non-medical and community support services.

Martha Wilkinson of the Devon Community Foundation spoke in detail about Wellbeing Exeter and its three components of:-

- neighbourhood asset based community building;
- person-centred, non-medical support (social prescribing); and
- Informed with population data backed up with grassroots knowledge

Central to Wellbeing Exeter, were GP's introducing people to community connectors who were co-ordinated by Exeter CVS, to offer alternatives to traditional services. It was estimated that between 20% to 30% of patients visiting a GP with medical concerns had underlying social problems. Through signposting and one-on-one work, Wellbeing Exeter was helping people improve their mental wellbeing, reduce loneliness, re-engage with their community and manage their own health.

Simultaneously, community builders working within communities, identifying social resources, helping communities to develop and providing a resource for community connectors. Since the inception of Wellbeing Exeter, there had been over 900 referrals, one of the highest in the country, with an average of 22 a week from nine practices with 70+ GP's referring electronically with open referral criteria.

The New Devon CCG and Devon County Council funding had been extended until March 2018 with City Council funding for community building coming on line from September 2017 from CIL monies. There was an in principle agreement to expand across all Exeter practises with funding for a further two years and with potential to expand into Eastern Devon. ICE had been invited to give a presentation on Wellbeing Exeter at Public Health England national conference in October.

Responding to Board members, Jo Yelland and Martha Wilkinson explained further the process of data evaluation through GP practices and the future use of control areas. Positive results and evidence of potential savings would, it was hoped, lead to greater support from social investors. Social prescribing could benefit the wider system including lifelong learning, employment and reduction in benefits etc. Further liaison would take place with community based partners such as Active Devon, with physical activity a good example of social prescribing, potentially stopping visits to GP's in the first place.

Dawn Rivers referred to examples of community projects run by community builders such as Britain in Bloom work including improvements to the St Thomas rail halt, community orchards and the Wonford planters group. Community builders provided the necessary "kick start" when individuals were not sure about how to get involved and access permissions and resources to make a difference in their community.

Julian Tagg reported that the Exeter City Football in the Community Trust would be re-branded as the City Community Trust (CCT) to embrace all organisations in the City rather than focusing solely on football. Julian was interested in how CCT could support the work of the Wellbeing Exeter programme.

The Chair thanked Jo Yelland and Martha Wilkinson for their updates.

RESOLVED that updates on Wellbeing Exeter and the City Community Trust be made to the September board meeting.

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FUTURE OF EXETER HEALTH AND WELLBEING BOARD

Jo Yelland sought Members views on the way forward for the Exeter Health and Wellbeing Board, an Exeter City Council forum established in September 2013 as a re-fashioning of the former Social, Health and Inclusion Partnership (SHIP) to form

a single Exeter Health and Wellbeing Board involving partners from a political, professional and voluntary perspective together with those representing users.

As Wellbeing Exeter was now to be mainstreamed there was potential for a revised Board to become the new stewardship/governance body. Referring to the previous focus of the Board on specific projects, there was consensus that mental health should be elevated given its recognition in the Joint Strategic Needs Assessment and by the Police as an area of concern.

Matt Evans agreed a review would be timely and stated that the value and achievements of the Exeter Health and Wellbeing Board should not be overlooked. Active Devon worked across the whole of Devon and this forum, with positive, joined up intent from key local strategic organisation was a huge asset that did not exist in all areas.

The value of continued partnership involvement was recognised.

RESOLVED that Jo Yelland would draft a discussion paper and facilitate a discussion on future options to the September Board meeting.

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SPORT ENGLAND LOCAL DELIVER PILOT

Matt Evans reported that, of the 113 nationally, the expression of interest (Eol) submitted by Exeter City Council was one of only 19 shortlisted Eol's to progress to the second stage for potential selection as one of 10 Sport England pilots. The pilots would focus on achieving broader social outcomes by tackling inactivity at population level and reducing inequality in physical activity participation. The particular aims of the Exeter Eol were: reducing congestion through active travel; improving health and wellbeing in Exeter's lower socio-economic areas, and; wellbeing outcomes. The Exeter Eol included the wider Exeter area bringing in Cranbrook NHS Healthy Town initiative.

The Eol carried the full support of the Exeter Health and Wellbeing Board and other key local partners in the Greater Exeter area and their further support and input would no doubt be called upon as the Stage II bid was prepared for assessment in September.

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DATES OF FUTURE MEETINGS

Future meetings, commencing at 2.00pm, were scheduled for:-

12 September 2017
31 October 2017
30 January 2018
10 April 2018
10 July 2018
11 September 2018

(The meeting commenced at 2.00 pm and closed at 3.40 pm)

Chair

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REPORT TO: PEOPLE SCRUTINY COMMITTEE
Date of Meeting: 2nd March 2017

Report of: Cllr Robson
Chair of the Dementia Friendly Council Task and Finish Group:
Champion for Older People

Title: Dementia Friendly Council Task and Finish Group Report.

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive

1. What is the report about?

To report the findings and recommendations of this Task and Finish Group to the People Scrutiny Committee.

2. Recommendations:

The Executive:-

- a) Encourage organisations such as the Alzheimer's Society, memory cafés and Age Concern to apply for allotments for use by those with dementia.
- b) Outlines the work of this Task and Finish Group, in a press and social media release, highlighting that the Council can offer appointments later in the day, upon request.
- c) Establishes what information sharing there is already between Council departments in respect of vulnerable individuals, such as those with dementia and investigate the process for recording and sharing new information.
- d) Continues to support dementia friendly staff training across the Council, encouraging staff to become Dementia Champions.
- e) Looks into providing different modules of more in depth training for officers who work directly with members of the public.
- f) Explores dementia training as a compulsory requirement before a Hackney carriage/Private Hire driver's licence is granted.
- g) Ensures that dementia friendly engagement is reflected and considered in the social inclusivity dimension of evaluating procurements.
- h) Requires trained front line staff in particular to wear dementia friendly badges and a forget-me-not sign to be placed in a prominent place in the Customer Service Centre.
- i) Investigate the viability of providing a second toilet and/or carry out improvements to the existing toilet (including access) in the Customer Service Centre subject to costings and available resources.
- j) Provides clearer signposting for the toilet in the Customer Service Centre subject to costings and available resources.

- k) Provides a higher level of dementia awareness training for security staff.
- l) Investigates the potential for dementia friendly red coat tours.
- m) Ensures that information concerning dementia friendly activities is available at the tourist information centre.
- n) Encourages such organisations as the Devon Wildlife Trust and Active Exeter to adopt a dementia friendly approach in the provision of activities.
- o) Consider whether a similar review of other front line services within the Council should be undertaken at this stage and if so, to prioritise the order for review.

3. Reasons for the recommendation:

- To highlight that Exeter City Council is now a member of the Exeter Dementia Action Alliance and continues to take steps to improve the customer experience and delivery of Council services to those with dementia in accordance with its Action Plan.
- To help expand, update and improve upon the Exeter City Council's Alliance Action Plan.
- To recognise the many benefits and positive impact that various indoor and outdoor activities can have for people with dementia and to positively encourage external organisations to include dementia friendly activities where possible.
- To ensure that the City Council shares information on a cross departmental basis, to assist in communication and awareness when engaging with those with dementia.
- To ensure that front line staff, in particular, receive an appropriate level of dementia training so that they may engage more sympathetically and with an increased level of understanding.
- To ensure that external companies and individuals, who provide services for or on behalf of the Council, have an understanding of dementia, particularly where such services involve direct contact with the public.
- To improve the customer experience for those visiting the Customer Service Centre. Having trained staff, wearing dementia friendly badges and displaying a forget-me-not sign in the Customer Service Centre will provide reassurance and encourage openness and communication.
- To ensure that the toilet facility within the Customer Service Centre is more accessible and dementia friendly and to investigate whether a second toilet is achievable both in terms of location and cost.
- To encourage external organisations to provide dementia friendly activities for the benefit of the overall community.

4. What are the resource implications including non-financial resources:

There are no resource implications, save for recommendations set out in paragraph 2(i) and 2(j). Adaptations and/or improvements may only proceed provided that funds are available from the existing budget. Where this is not possible, specific Council approval for expenditure will be sought at a later date once costings are available.

5. Section 151 Officer Comments:

The recommendations are noted. Should there be a need for additional funding a further report to Full Council will be required to seek approval for the additional budget if funds are not available within existing resources.

6. What are the legal aspects?

None Identified

7. Monitoring officer Comments

This report raises no issues for the Monitoring Officer.

8. Report Details:

This topic was identified as a priority for Task and Finish Group investigation following the Annual Scrutiny Work Programme meeting in July 2016.

To set the context for this report, Dementia is arguably said to be the biggest health crisis facing the UK. Alzheimer's Society figures indicate that there are currently 850,000 people living with Dementia in the UK and this figure is predicted to rise to 2 million by 2051. Research suggests that individuals with dementia can often feel depressed, anxious, isolated, can often feel stigmatised and not part of the community.

Exeter City Council has recently become a member of the Exeter Dementia Action Alliance, reinforcing the initial steps towards the Council becoming a dementia friendly organisation, continuing to ensure that the services offered strive to reflect the needs of individuals.

A copy of Exeter City Council's existing Action Plan is attached to this report as additional background information for Members. The Action Plan is an ever evolving, aspirational document which is not prescriptive and can be updated at any time. The actions are minimal at present and concentrate upon Dementia Friends' Sessions, Dementia Champions and making the City Council car parks more dementia friendly. The work of this Task and Finish Group will provide useful additions and serve to enhance the existing Action Plan.

Being Dementia Friendly is about being aware of the impact that the condition has on a person and their life and how this might affect their behaviour and their ability to undertake everyday tasks. If someone experiences difficulty or confusion whilst accessing Council services it may suggest that they have dementia but this may not necessarily be the case. However, if someone is suspected as having dementia, they may need extra help, support, time and consideration. This requires good people skills, kindness, common sense, good communication skills and a culture of customer care.

Membership of the Group consisted of:-

Cllr Robson (Chair)
Cllr Bull
Cllr Foggin
Cllr Lyons
Cllr Morse
Cllr Newby

Council Officers:-

Bindu Arjoon, Assistant Director, Customer Access
Andrea Adey, Human Resources Business Partner
Melinda Pogue-Jackson, Policy Officer
Dawn Rivers, Programme Manager - Communities

The Scope

Key Objectives:-

To find out:-

- How the Council can improve provision of services to those with Dementia and their carers.
- What can be achieved?
- What are the resource implications and what funding could be available?

Anticipated Value of Work/Outcome:-

- Improving the quality of provision of the City Council's services to those with dementia and their carers, creating a more positive experience.
- Continuing to raise awareness of dementia.
- Improving the way in which front line Council staff may identify and assist those customers with dementia.

The Council's Core Strategy:-

The Council's Core Strategy (2.29) deals with the topic of diversity, stating that, "The population consists of many different groups with different needs. In particular, young people, older people, people with disabilities..... can all, at times, feel excluded from society, community life and the decisions that affect them. Exeter City Council continues to work with these groups to ensure their needs are met.

The Background

The Group met on four occasions. The first meeting focussed on agreeing the scope and identifying external guests to be invited to future meetings. It was quickly agreed that it would be critical for the Group to focus on a particular area, working out

constraints, ambitions and what the Council could realistically achieve, change or adapt. Initially, it was agreed that the work of this Group should focus upon the Customer Service Centre both in respect of delivery of service and current facilities. However, the Group appreciated that there are other front line services across the Council which may benefit from a similar review – an aspect which this Committee is invited to discuss.

Representatives from Exeter Dementia Action Alliance, The Alzheimer's Society, the Community Participation Officer from John Lewis (Exeter branch) and the Community Participation Officer from the RAMM, attended subsequent meetings and outlined their priorities, ongoing work and views and participated in Group discussions, answering Members' questions. Both RAMM and John Lewis are existing members of the Exeter Dementia Action Alliance and are successfully implementing dementia friendly training, engagement, and in the case of RAMM, dementia friendly activities. What became apparent was that our guests placed great emphasis on training front line staff, such as first aiders and security protection staff who were identified as a priority whilst also understanding the role and perspective of carers. Teamwork between departments was identified as crucial and the introduction of staff wearing dementia friendly badges had proven to be more successful than initially thought, creating a lot of interest with the general public and opening conversations with visitors.

A valuable insight was also provided by members of the Torbay Dementia Leadership Group who visited the Customer Service Centre to observe the front line service and facilities from the point of view of a person with dementia and to see if the Council could make any improvements to the existing customer experience.

It seems both necessary and appropriate to spend some time in this report relaying the observations of this Group.

Generally the feedback was very positive. Staff were described as "excellent, friendly and engaging". Our guests said that they were delighted by the modern, welcoming and friendly feel of the Service Centre. Access was perceived as good with a gradual slope and wide area with a good surface. Choice of colours for flooring/mats were good and they liked the idea of the seating areas and booths. Areas which could be improved upon were:-

- training for security staff;
- for trained staff to wear dementia friendly badges so that they could be easily identified and approached with confidence, providing a feeling of reassurance that specific needs would be understood;
- access to the existing toilet;
- signage to the existing toilet;
- the existing toilet requires some work to bring it up to a dementia friendly standard;
- provision of a second toilet in the Customer Service Centre

The recommendations contained within this report are a reflection of the observations, suggestions and considerations as to how Exeter City Council might become more dementia friendly and are designed to complement existing work by identifying further areas for improvement.

9 What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, Economy safety and the environment?

This work directly relates to the council's duties under the Equality Act 2010 and overall will impact positively both on this policy area as well as Safeguarding. However, each initiative will need to be screened for impact separately to ensure there is no negative impact on any other protected characteristics.

**Cllr Robson: Chair of the Dementia Friendly Council Task and Finish Group
Champion for Older People**

**Local Government (Access to Information) Act 1972 (as amended)
Background papers used in compiling this report:**

None

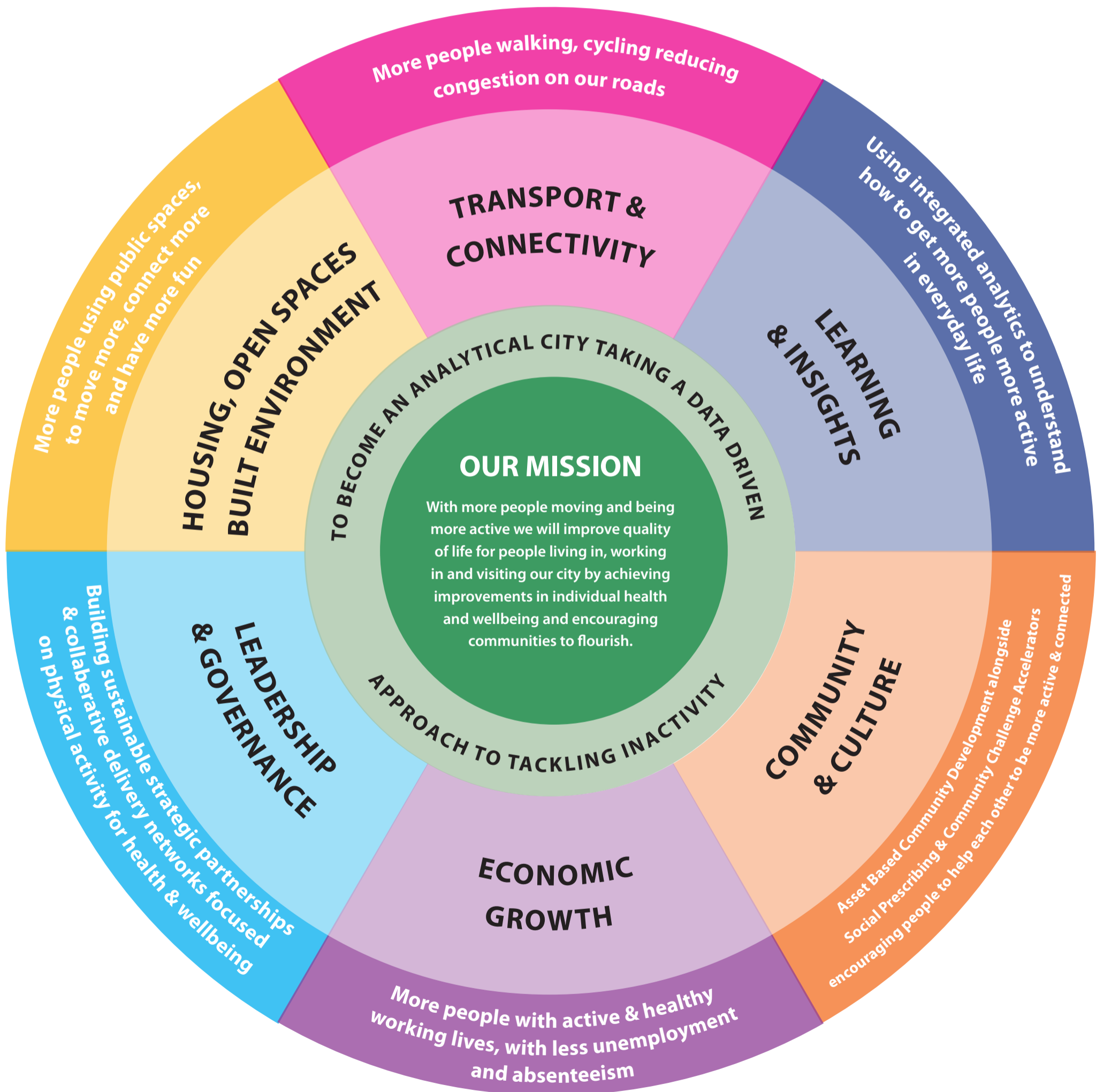
Contact for enquiries: Anne-Marie Hawley, Scrutiny Programme Officer
Tel No: (01392) 265110
Room 2.3

Exeter City Council

“Move More” Vision Wheel

OUR VISION

Greater Exeter is a pioneering place for leading active lifestyles. Exeter will become the most active city in England and Cranbrook will become a model of best practise for families being more active together.



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Sport England Local Delivery Pilot
Stakeholder Engagement Session

Welcome to Haven Banks

Jo Yelland – Director, Exeter City Council

James Bogue – Bid Development, Exeter City Council

Purpose of these Stakeholder Sessions is to explain ***why*** we want Exeter and Cranbrook to be a ***Sport England Local Delivery Pilot*** and to get ***your views*** and ***commitment*** to the ideas and aspirations of our bid

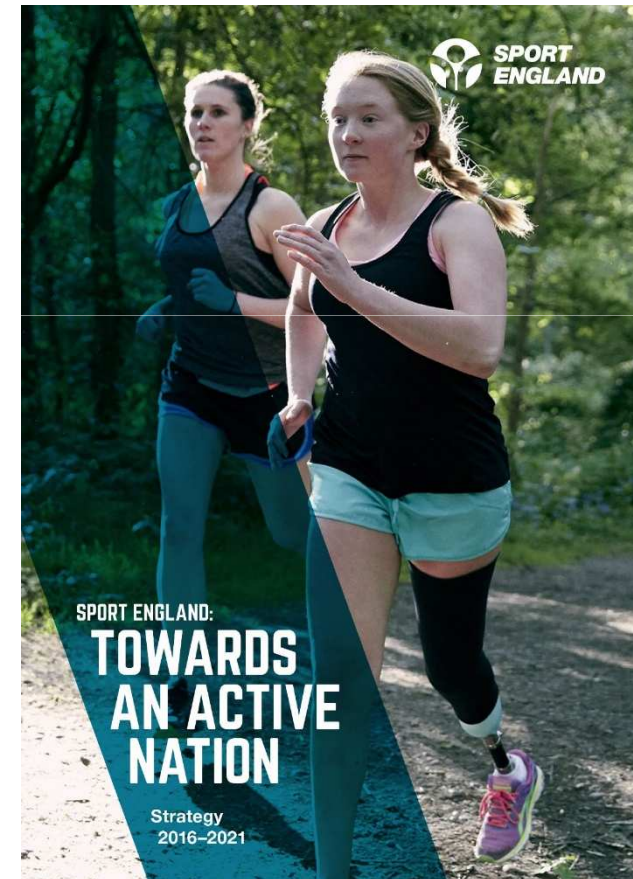


Sport England Local Delivery Pilots

- Key investment stream 'Tackling Inactivity'
- Total budget of £130m across c.10 pilots
- Whole system approach to behaviour change in a specific place

Success is:

- More people active
- Improved inclusivity
- Improved health & wellbeing
- Replicating success by sharing learning



We want Exeter and Cranbrook to be a Sport England Delivery Partner because we already have an aspirational vision to make Exeter the most active city in England and Cranbrook Healthy New Town a model for families being active together in the context of:

1. A city already on a journey of transformational change
2. An area of rapid growth in population and economy, but widening inequality and pockets of real deprivation
3. Our understanding that changing behaviour is key to resolving our challenges
4. A track record of collaboration to build on

We want Exeter and Cranbrook to be a Sport England Delivery Partner because we want to achieve:

1. A narrowing of stubborn health inequalities by getting 10,000 previously inactive people living in our most challenged communities moving more, resulting in ***measurable*** improvements in ***health, wellbeing and community resilience***.
2. A reduction in congestion and improved air quality through ***more people walking and cycling*** in their daily lives (cycling to work doubles from 6% to 12%).
3. An embedded analytical approach, using ***integrated data to inform decisions and share learning***.

Stage 1 Feedback – Sport England want to learn more about:

1. Our understating of place and people in relation to deprivation and inequalities : who we want to target and why
2. How we will collaborate to achieve a single clear joined up vision and approach.
3. How the “Community Challenge“ and “ABCD” approaches work on the ground.
4. What we mean by an analytical city approach and its relevance to sport & physical activity.
5. Opportunity to join up LDP with transport and housing growth challenges.

Stage 2 Assessment Process

Written submission 11th Sep 2017 focussing on:

Leadership, Audience, Outcomes , Partnerships, Sustainability,
Commitment, Readiness

On-Site 7 Hour Visit 4th October 2017

6-8 member assessment team

45 minute presentation with Q&A

Opportunity to split delegation for exploration around the place

Q&A

NOW - Opportunity to provide feedback through
specific questions linked to stage 2

Contact James Bogue – 07811 140387
james.bogue@activedevon.org for further
discussion & input

Exeter Health & Wellbeing Board Update - September 2017

The Exeter Health and Wellbeing Board supported the Exeter Food Network (soon to be renamed *Food Exeter*) to launch the Sugar Smart campaign in January 2017.

The main objective of the Sugar Smart Exeter campaign is:

- 50 organisations across Exeter sign up to the Sugar Smart initiative by January 2018 and pledge to raise awareness and encourage action to reduce sugar intake. These can be any organisation which influences the diet of Exeter's citizens and could include leisure centres, sports clubs, schools and food or catering businesses etc. We are aiming for a spread across the city, with a significant focus on those reaching marginalised communities.

The outcome of meeting this will be an improved food environment, which encourages healthier choices: *making the healthy choice, the easy choice*.

This will contribute to reducing levels of obesity, tooth decay and malnutrition within the city.

More information about the campaign can be found on the national website www.sugarsmartuk.org and the local website www.exeterfoodnetwork.org.uk/sugar-smart

Participants

Participants in the Sugar Smart Exeter campaign are growing, with 14 participants having pledged on the website, and several more being devised offline.

Our target organisations to encourage Sugar Smart change within are hospitals and leisure centres, as identified in the survey with the public early this year. We are also targeting retail shops surrounding secondary schools, in areas of deprivation.

- Hospitals – we have managed to get some engagement from the RD&E and Devon Partnership Trust is looking to sign their pledge this month.
- Leisure centres – Wonford Sports Centre have pledged to be part of the campaign, but engagement with the other centres to date has been slow.
- Retail shops near secondary schools – Invite letters have been sent to all mapped target organisations, identified with the help of the Environmental Health Team. No responses to date. We are due to follow up the letters via email, phone and social media.
- Exeter City Council – Work begun by Bob Norley, Cllr Phil Bialyk and Dawn Rivers is still continuing to look at implementing the Local Authority Sugar Smart Declaration.

Publicity

Sugar Smart September – Local campaign to encourage individuals/work teams to be Sugar Smart during the month of September. More details at www.exeterfoodnetwork.org.uk/sugar-smart

Exeter City Football Club – Next actions planned include players warming up in Sugar Smart t-shirts on 25th November game, along with presence from Sugar Smart team.

Princesshay Event – Public event ran by Sugar Smart Exeter in Princesshay on 8th June.

External Events – Events have included those with University of Exeter, community builders, children centre playday. Exeter City Football Club. Powderham Food Festival planned for October, with Sugar Smart tent and talk.

Engagement with the Community

Advocacy packs – At all events, advocacy packs are given out to members of the public to encourage them to ask local organisations to make Sugar Smart pledges.

Ambassador training – Ambassador training is being organised for 8th November, during Sugar Awareness Week. This will equip individuals in the community passionate about the topic to increase Sugar Smart activity across Devon.

Work Outside Exeter

Sugar Smart Devon – Work has started to expand the campaign across Devon, including communications sent out to all Children's Centres and Leisure Centres in the County. Ambassador training is being co-developed with Food Plymouth.

Sugar Smart South West – The Exeter campaign has championed a network of Sugar Smart campaigns across the South West, which are working on communications planning and evaluation together.

Evaluation

Evaluation is being heavily supported by the University of Exeter locally. As mentioned, there is also work continuing to join up evaluations across the South West region.