

EXECUTIVE MEMBER REPORT TO COUNCIL 24 July 2019

ADULT SOCIAL CARE

DECISIONS

1. No formally recorded decisions have been taken since the last Executive Member Report.

STRATEGIC

2. Middlesbrough has contributed to the Annual Tees Safeguarding Adults Board (TSAB) Strategic Plan which has now been updated and will be available on the TSAB website – Middlesbrough Council will continue to evidence its compliance with this plan through the TSAB's annual Quality Assurance Framework.

INVOLVEMENT AND PROMOTION

Adult Safeguarding

3. Presentations were delivered by the Safeguarding Adults Team Manager to the South Tees Safeguarding Champions event in early spring 2019
4. A joint information stand was put in place by the Safeguarding Adults Team and Cleveland Police at the Transitions Event held at Teesside University on 15th May 2019.
5. Presentations were delivered by the Safeguarding Adults Team Manager at the Middlesbrough and South Tees Care providers event on 24th and 25th June 2019
6. Future planning is on-going to engage in Safeguarding Adults week in autumn 2019

Royal College of Occupational Therapy (RCOT) Student Conference – 13th June at Teesside University.

7. Occupational Therapists from Adult Social Care attended this national student conference on behalf of Middlesbrough Council and the Integrated Occupational Therapy Service. The aim was to promote the excellent occupational therapy (OT) service in Middlesbrough and the integrated service across health and social care which is unique and offers many advantages for our customers. It also aimed to assist in attracting the highest quality graduates into the service to enable us to continue to provide our excellent service.

Occupational Therapy Customer Satisfaction Survey.

8. A recent customer satisfaction survey was completed:
 - **91.5%** of service users reported that their quality of life had improved following involvement from the OT service.

- **100%** of service users said that having an OT assessment and intervention had made life easier for their family or carers.

South Tees Care Home Conference 24th and 25th of June at Middlesbrough Football Stadium.

9. Staff members from our Contracts and Commissioning Team were instrumental in organising the recent South Tees Care Home conference. This was a two day conference aimed at bringing staff from care homes and statutory partners across South Tees together with a focus on learning and networking and aiming to improve quality standards. The event showcased good practice and participants benefited from a range of excellent workshops. Consideration will be given to regular conferences of this nature.
10. Three of our own Occupational Therapy staff delivered workshops on Postural management in “Seating” and in “Lying” for the care home staff over the 2 days. In total 83 staff attended these workshops which aimed to raise awareness and implement a preventative approach to postural management. Highly positive feedback was received.

Social Work Health Check Survey 2019

11. Adult Social care has recently undertaken an annual “health-check” survey. This is a national initiative and an important tool in supporting and delivering effective social work. Its purpose is to understand the demands and pressures within the corporate body of qualified, registered, Social Workers to ensure that a sustainable workforce, with positive morale is maintained.
12. Organisational Development have partnered with the Open University (OU), and the Unions to develop the anonymous questionnaire with the returns going to the OU for independent analysis. The more that we can do to understand the position of Social Workers in the Directorate the better as it will help us to improve both practice and working conditions – it is an opportunity for Social Workers within the Directorate to let senior management know about the challenges they face and to contribute to a better working future for us all. The final report is expected to be received by the Directorate in August.

Staying Put Agency

13. The agency has attracted £5,000 of funding from Electrical Safety First. This will enable us to offer direct support to Older, Vulnerable & Disabled clients to carry out essential minor electrical works and raise awareness of electrical safety issues across our community. Funding can provide individual grants up to £500. In addition the agency has secured a further £3000 on top of our original amount of £16,000 to assist with any gas related issues. This funding can support servicing, repairs and replacements of all gas appliances with a total amount of £500 per client.
14. The agency has secured an additional 6 months funding through the Greggs Hardship Fund. We have been awarded £3450 to offer assistance to people when they need it most. This will be used, in line with the criteria from Greggs to purchase individual items that can make a huge difference to an individual or family such as a washing machine or fridge freezer.
15. Our Staying Put Agency won the national “Home Improvement Agency of the Year” award for 2018 and we have just been informed that they are shortlisted for this award again in 2019.

PUBLIC HEALTH

DECISIONS

Executive/Delegated decisions made since last Council

16. Executive approved an urgent decision to extend the existing Dundas House Lease in order to deliver on The Live Well Centre expansion plans and related financial and non-financial benefits. This allows the works on the expansion of the centre to commence.

Executive/Delegated decisions planned before next Council

17. There are no executive/delegated decisions planned before next Council.

STRATEGIC

Key national policy matters and potential issues/impact on Middlesbrough

Marion Hotel and Country Club Fire

18. The Marion Country Club fire started on the evening of Thursday 13th June. A Middlesbrough Council on call officer was attended the site to work with the emergency services. The close proximity of the fire to houses resulted in residents being evacuated and alternative accommodation was found for them.
19. On Friday 14th June a Middlesbrough Emergency Response Team meeting was brought together to consider the immediate impact of the fire; the building itself was at risk of collapse onto residential properties, a road closure was in place to protect public safety and smoke debris has spread over a wide residential area. By Friday afternoon the dangerous structure had been demolished and the first environmental assessment of the smoke debris had been carried out.
20. Over the weekend multi agency meetings were held to provide a coordinated response. Staff from a number of service areas were involved in the weekend response and many volunteered to help with road closures, provide resident support and carry out environmental assessments.
21. There had been a small amount of asbestos containing material in the Marion Country Club. The risk to the public from the smoke debris was very low and advice letters were circulated to all residents in the affected area to provide reassurance and information on how to clean debris on their property. In addition, an environmental company was brought in to clean public areas and to respond to any resident's requests for help.
22. The Council's response to the incident has continued for weeks as it has moved into a recovery phase to the incident. Residents from the properties closest to the fire were advised not to return as a precautionary measure until environmental tests had been completed, the alternative accommodation arrangements remained in place.
23. Environmental clean ups continued until smoke debris has been removed. 88 residents requested advice and support with cleaning over this period. Consideration is now being given to the site itself and Council Officers are working closely with the owner on their plans to clear the site.

Live Well Centre wins the prestigious MJ awards

24. On the 26th of June 2019 the Live Well centre were awarded the Municipal Journal (MJ) Public Health Improvement award. The award was presented by Steph McGovern who is a great ambassador for the area.



25. The centre continues to grow from strength to strength and continues to offer a wider range of well-being and public health programmes and services.

Dementia Friendly Middlesbrough

26. In March 2016, Middlesbrough Council received National Recognition from the Alzheimer's Society, for working towards becoming a Dementia Friendly Town. The recognition process enables communities to be publicly recognised for their work towards becoming dementia-friendly and to show they are following common criteria.

27. The Dementia Friendly Middlesbrough Programme is working with 154 local Businesses and Organisations who have signed up to the programme, including banks, shops, leisure services, pharmacies, veterinary services. These organisations have all completed an application to outline what steps they will take to working towards becoming Dementia Friendly, such as increasing awareness and understanding about dementia among appropriate staff and making the physical environment more accessible for people living with dementia.

28. Staff have attended Dementia Awareness Sessions to become Dementia Friends and to date 17 trained volunteer Dementia Champions, have delivered a total of 614 dementia friends' awareness sessions across the Town and have created over 10741 dementia friends. Dementia Friends is designed to help people develop an understanding of dementia and the small things that they can do that could make a difference to people living with dementia. For example, helping someone find the right bus or spreading the word about dementia on social media.

29. The Dementia Friendly Middlesbrough working group which includes representatives from the private, public and voluntary sector, will continue to provide strategic direction, to

deliver the aims of the Dementia Friendly Middlesbrough Project and will ensure that working to become dementia friendly becomes a minimum standard that is expected of all organisations.

INVOLVEMENT AND PROMOTION

Illicit Tobacco

30. The Public Protection Service's Trading Standards team carry out enforcement activities to identify, investigate and tackle the sale of illicit tobacco products in Middlesbrough. The sale of illicit tobacco undermines public health measures to reduce the prevalence of smoking and its availability, particularly to young people, and helps to fund other criminal activity.
31. A recent multi-agency operation involving Trading Standards, Police, Home Office and HMRC led to nine arrests and the seizure of 200,000 illicit cigarettes and 41kg of illicit hand rolling tobacco during enforcement visits to residential and commercial premises in Middlesbrough and across the North East.
32. The illicit goods had an estimated value of £91,000 in unpaid duty. The agencies involved relied on intelligence provide by the Public Protection Service. Following the operation, Trading Standards Officers sought a Closure Order under the Anti-social Behaviour, Crime and Policing Act 2014 to close a retail premises in Abingdon Road from operating. The premises will not be allowed to re-open until August 2019 at the earliest.
33. Further enforcement visits to retail premises in North Ormesby and Newport have led to seizures of illicit tobacco including 17,000 cigarettes.

Food Hygiene

34. Environmental Health Officers carry out routine unannounced visits to all food businesses in Middlesbrough to assess hygiene and food safety standards. The vast majority of food businesses in Middlesbrough maintain good hygiene standards and are awarded the top food hygiene ratings.
35. However, where conditions in any food premises presents a serious health risk Officers have the power to require the immediate closure of a business using an Emergency Hygiene Prohibition Notice..
 - In November 2018, Rawamduz Shawarma – a restaurant in Parliament Road was closed using emergency powers. The owner was charged with several offences under food hygiene laws and when convicted at Teesside Magistrates Court in May 2019 he was fined £2,000, plus costs of £1,024 and a victim surcharge of £120.
 - In June 2019, Mr Uno's - a restaurant in Linthorpe Road - was ordered to close after Environmental Health Officers found evidence of an active mouse infestation plus a lack of adequate cleaning and other serious contraventions of food hygiene laws. The business still remains closed (1.7.19).
36. The use of emergency closure powers is rare, and the Public Protection Service continue to work with poor performing businesses to help them achieve good standards which then helps them to be successful. There are examples of businesses which had been rated as a 0 or 1 (poor hygiene standards), which are now rated as 4 or 5 (good and very good standards). Our combined enforcement approach recognises that education and support, and sometimes enforcement, is needed to help businesses improve and this makes a positive contribution to the business and leisure offer of the town.

Living Standards in Private Rented Sector

37. The Public Protection Service is responsible for regulating the standard of housing in the private rented sector. Housing inspections are carried out to make sure they meet a national standard.
- In October 2018 new licensing laws for Houses in Multiple Occupation (HMOs) came into force and the Environmental Protection Team has been busy assessing living and safety standards in HMOs. Over 80 new HMO premises have been licensed, in addition to the existing 130 already in the town.
 - HMO properties offer the cheapest rented accommodation where tenants rent rooms and share facilities such as bathrooms and kitchens. They are often occupied by the most vulnerable tenants on the lowest incomes. They must have an HMO licence before they can be rented out - it is an offence to do so without a licence.
 - Officers work in close partnership with other agencies to help identify unlicensed HMOs. In May officers were notified that an electric meter to a take-away premises had been by-passed, which presents a serious risk of fire and electrocution. There was concern that there was a residential property above the take-away. The electrical supply to the property had to be disconnected and when officers visited the property they found that people were living in the upper floors.
38. Officers found a lack of fire safety precautions including an absence of fire doors, alarms and emergency lighting which put the tenants at risk and the property was not safe to occupy. The property was an unlicensed HMO. An Emergency Prohibition Order was issued which prohibited anyone from living in the property. Working with housing provider Thirteen Group, alternative accommodation was found for the occupants who were unable to rehome themselves. Using Emergency Prohibition powers is rare but this case highlighted the need to take immediate action to protect the lives of those living in this unsafe property.

Decline in the number of people smoking

39. Smoking continues to be the leading cause for premature deaths and illness in Middlesbrough. However we are continuing to see a decline in the prevalence of smoking across the town. The latest figures published on the 2nd of July 2019 and show that adult smoking rates in Middlesbrough are now **17.4 %** for 2018/19 compared to **18.7%** in 2017/18. While this rate is still higher than regional or national averages of 16.6% and 14.4% respectively, it highlights the progress that has been being made to address the leading cause of health inequalities in our local authority.
40. This is welcome news and shows that more people are giving up smoking and that there is less uptake of smoking amongst young people. Over a five year period, Middlesbrough has seen a decline in smoking rates of **5.7%**, helped in part by the many wider tobacco control activities that have been in place to prevent harm from tobacco use including work done by trading standards team to tackle illicit tobacco sales. Supporting smokers to quit also accounts for part of the reason why less adults in Middlesbrough are smoking. The behavioural support and medication to treat tobacco dependency that is available through our local south tees stop smoking service is evidence based and continues to be the most effective smoking cessation route for residents to quit smoking. There is still significant work to do to achieve our 5% prevalence by 2025 ambitions. The multi-agency actions identified in working towards this are set out in our South Tees Smoke Free Alliance action plan.

41. In June 2019, The South Tees Stop Smoking Service 2018/19 Awards were given to organisations who have excelled in supporting smokers to quit as follows:

- The GP Provider Runner up awards went to Linthorpe Surgery
- Pharmacy Provider runner up went to Palladium Pharmacy.
- Advisors of the year award was given to Ms Lynn Graham of Linthorpe Surgery
- Special Recognition Awards were given to two departments at South Tees Hospital NHS Trust for their work in embedding pathways supporting smokers to initiate a quit attempt. Both departments excelled in ensuring that smokers who attended or were admitted to hospital were referred to receive specialist support and medication to help them quit smoking.



Councillor Dorothy Davison
Executive Member for Adult Social Care & Public Health