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Title of paper	North Kensington Recovery: progress report
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Confidential	No

The Governing Body is asked to:
Note the update on the response of West London Clinical Commissioning Group and (WLCCG) Royal Borough of Kensington and Chelsea (RBKC) working with the NHS, third sector and other relevant partners in the community.

Summary of purpose and scope of report
This month's report focuses on three key areas: <ul style="list-style-type: none"> • Preparation for supporting the community for the impending Public Enquiry • Preparation for supporting the community for the 1 year anniversary • Update on developing the North Kensington Health Recovery Strategy

Quality & Safety/ Patient Engagement/ Impact on patient services:
<p>The NHS is keen to make sure that any services we create or expand to support the people affected by the fire are based on what the community tells us they need.</p> <p>NHS West London CCG is clinically-led but community guided, and particularly in light of the strong feelings that still exist in the community, we recognise that there is a greater need than ever for active listening and meaningful public accountability that can be evidenced clearly through everything we do.</p> <p>This means that we continue to engage with community representatives, local organisations, faith groups, charities, and individuals living in the area on everything we deliver, from signposting materials and public information and collaboration in designing the services themselves. The NHS continue to play an on-going role not only in planning and commission services to meet the complex needs of the local community.</p>

Financial and resource implications
Since the last GB update, we have been working with NHSE to provide trajectories of activity assumptions for 18/19. We will be providing monthly data/finance reports to ensure full transparency of spend.

Equality / Human Rights / Privacy impact analysis

None that is relevant to this report.

Risk

Our Lead Health Provider continues to be receive regular requests to undertake additional tasks i.e. trauma training for the Metropolitan Police. These are not included in core funding and therefore additional resources and capacity are required by the CCG in order to meet the needs of the residents in the local area. To date the current projected year end spend is £10.5m - £1.6m over budget.

Supporting documents

North Kensington Recovery Debriefing report: April 2018

Governance and reporting (list committees, groups, or other bodies that have discussed the paper)

Committee name	Date discussed	Outcome
Governing Body Meetings July 2017- March 2018		Governing Body noted the report.

North Kensington Recovery progress report: May 2018

Contents

- Strategic Overview
- Preparation for supporting the community for the impending Public Enquiry
- Preparation for supporting the community for the 1 year anniversary
- Update on developing the North Kensington Health Recovery Strategy
- Communications
- Contracting
- Finance
- Contact

Strategic Overview

This month's report focuses on three key areas:

- Preparation for supporting the community for the impending Public Enquiry
- Preparation for supporting the community for the 1 year anniversary
- Update on developing the North Kensington Health Recovery Strategy

Preparation for supporting the community for the impending public enquiry

The CCG are working closely with the Public Enquiry team, steering them to members of the community that require an understanding of the process ahead of time. A number of events have taken place to demystify the process but we are still identifying pockets of the community that did not attend and therefore need this critical information ahead of time.

CNWL and Hestia will be providing trauma support to residents attending the Public Enquiry. This will be for four days per week for 6 months. Feedback from the community has helped to shape how this will be delivered. Our two organisations will have staff present at the Enquiry and will be wearing Green Grenfell T Shirts. This will be consistent with the dress code for the 1st year anniversary. The CCG have arranged to have breathing/mindfulness and massage facilities in situ so residents may access the services.

Hestia have commissioned a researcher to evaluate the impact of the Enquiry on the wellbeing of participants. This will help to tailor how we continue to deliver support and shape accordingly.

The Trauma/Adult service is continuing as per usual, delivering the therapeutic interventions.

CAMHS are participating and collaborating in events that are being set up by third sector, community and school services, and continuing to support families coming to their service.

Ahead of the Public Enquiry commencement date – 21st May, there is an event organised for 13th May by the Met Police, CNWL and other organisations for young people. This is due to be held at the KAA. Since under 18s were not permitted to enter the tower it is intended to be a commemoration for those young people who were former residents. CAMHS and outreach team colleagues are participating.

Preparation for supporting the community for the 1 year anniversary

Grenfell United have issued a statement requesting privacy for mourners with the lead up to the 1 Year anniversary. Having had discussions with the members, our intention is to be a respectful presence in the background should our services be required. On the anniversary there is to be a 72 minute silence for the number of people who lost their lives.

A Garden of Peace and Recovery is being completed at the foot of the Tower. On 10th June there is a Sunday mass at the local St Clement James church which will be the unveiling of the garden.

The main focus of the week of the Anniversary is going to be an overnight vigil in the church, from 7pm for 24 hours. At 1.30am, on the 14th June the names of people who died in the fire will be read aloud.

CNWL will be providing 2 staff for the 24 hour period, with the aim of them being on hand to provide a person to talk to, or offer support if needed. The feedback we have received from the community is that we act with discretion and therefore we will be operating a tea-stall to be less intrusive.

St Clement James is the church taking the lead on overnight provision (although Methodist Church may be open anyway). They are part of a group of Latymer Christian Centre, St Francis Assisi, and Methodist Church.

Outreach will be present, as each month, at the Silent March on 14th June. This is a larger one than usual, and the route is going to be lined with green hearts. It will end in St Marks Park.

There is the unveiling of a mosaic at Al-Manaar, where again, outreach staff will be present.

Update on developing the North Kensington Health Recovery Strategy

Significant steps have been taken to prepare for the development of the Recovery Strategy. RBKC, CNWL and the CCG are in the process of agreeing a joint partnership mission statement. This is to be shared and revised if required by our local community members.

Thereafter the CCG are developing a Recovery Health Plan. Taking into consider this significant amount of learning in year 1 and the changing needs of the community over time, we acknowledge that the following points are a critical factor:

- The **needs are more complex** than we had projected and the treatment pathway has been shown to be much more complex than the original linear projections of screen/treat/discharge. This means that while the number of individuals requiring support remains the same, the staffing time needed to provide screening, treatment, engagement, and follow up is more than originally modelled.
- The Screen and Treat process has seen about the numbers anticipated – but the trajectory is different with **people wanting treatment later** than expected.
- **Levels of trauma are high** – with around 60% to 70% of people screened showing high scores requiring treatment.
- We have also learnt from disasters around the world that the **on-going mental health impact continues for well beyond a 2 year period**.
- Overall the **needs are not reducing**, and we are hearing concern from the community about ‘services pulling out’.

- **Physical health exacerbations** such as an increase in diabetes indicates that exercise, weight management, blood pressure and healthy eating are critical factors to be included in the plan.
- **Medically Unexplained Symptoms** need to be factored in where some residents are on an ongoing loop of attending GP appointment, A&E and other services.
- There is still a small cohort of residents **who have not been seen** due to their concern about 'coming forward' i.e. those with a refugee status or peer pressure from our under 25 male black afro Caribbean community members.
- All these points' together means that while the overall number of people affected by the fire and the percentage of those affected requiring treatment has not changed from original projections, a number of factors have increased the resource required to respond to this need.

One of our more recent emerging challenges is our ability to distinguish the difference between ongoing Grenfell related needs and those that need to be supported via our normal physical and mental health provision in the area. Accuracy of data capture will be critical to understand this in more detail and therefore the CCG are proposing to commission a business Intelligence tool called Power BI which will be able to capture all this information. This process is in train.

The CCG are in the process of undertaking extensive engagement to understand what our residents need from a robust Recovery Health Plan for the next 24 months. Key themes were as follows:

- Readiness to access services is dependent on personal circumstances e.g. living in hotels. Those who have been re-housed appear more ready to access services.
- Still confusion and a feeling of being overwhelmed in respect of the number of 'services' that have appeared since the fire, need a single point of information on what's available and how to access them.
- Not wanting services 'helicoptered' into the community. Residents (particularly from the Lancaster West area) wish to develop those assets within the community to enable them to help themselves.
- Feelings of mistrust amongst different communities in terms of eligibility to access support and services e.g. those identified as bereaved by having a family support officer and those who are informally bereaved.
- Training and support needed for voluntary and community organisations as they are 'holding' many members of the community and are having to have an agile response to needs, sometimes in areas where they are not experienced.
- There is a commitment to 'feel better' - to exercise, commit to weight management, lowering blood pressure and healthy eating.

To this end, the main emerging themes for the following 2 years are:

- Developing healthy living programmes focused on diet and exercise for tower residents.
- A focus on self-care to improve long term health and social care outcomes.

- Reducing pre-existing inequality
- Building community resilience
- Community ownership of self-care
- Normalisation of care

We will continue to develop our plans based on the feedback we receive from residents – upcoming from the inquiry and one year anniversary, and beyond this, on-going. Our current plans for ensuring we get regular feedback include:

- Programme of conversations with local community and faith leaders to try and understand what additional support may be needed by local residents and communities in the run up, and during the public inquiry and first year anniversary
- Working with young people from across North Kensington to design and co deliver Health and Wellbeing events in July. The event will focus on self-expression and resilience.
- Design and implement a Community Asset Mapping Programme to identify what assets exist within communities, as well as what communities want and what communities need.
- From the mapping identify social capital across North Kensington and develop mechanism to respond e.g. time-banking programme, participatory budgeting, working with funders re: grant programmes and linking into self-care and CCG grant programmes.
- Through an approach of co-design work with local residents, groups and organisations to continually plan, design and review the delivery of agile health and wellbeing services.

Communications

Health and Wellbeing partners are joining together to address the media glare over the Public Enquiry and 1st Year anniversary period. Internal discussions are taking place with comms colleagues to plan how we may best mitigate this.

Work continues on developing a longer term multi agency Recovery Comms Strategy. This is taking time to develop as we work through the differing approaches across all agencies. The CCG has arranged for the Health Comms Teams to undertake training on Crisis Communications Management delivered by an external agency who are experts in this area.

Contracting

The contractual arrangements for 2018/9 for CNWL will form part of the Alliance Agreement under our new Integrated Care approach. The draft is almost complete with the outstanding components relating to ensuring the service specifications are aligned to our North Kensington Model of Care.

Finances

Since the last GB update, we have been working with NHSE to provide trajectories of activity assumptions for 18/19. We will be providing monthly data/finance reports to ensure full transparency of spend. Our Lead Health Provider continues to receive regular requests to undertake

additional tasks i.e. trauma training for the Metropolitan Police. These are not included in core funding and therefore **additional resources and capacity are required** by the CCG in order to meet the needs of the residents in the local area. To date the current projected year end spend is £10.5m - £1.6m over budget.

Contact

For further information regarding the North Kensington Recovery programme of work, please contact Mona Hayat, Director of North Kensington Recovery on mona.hayat1@nhs.net