

<b>Date</b>	17 July 2018
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<b>Title of paper</b>	<b>North Kensington Recovery – progress report</b>
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<b>Confidential</b>	No

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

<b>Summary of purpose and scope of report</b>
This month's report focuses on three key areas: <ul style="list-style-type: none"> <li>• The 1 Year Anniversary</li> <li>• Update on developing the North Kensington Health Recovery Strategy</li> <li>• The North Kensington Recovery Team</li> </ul>

<b>Quality &amp; Safety/ Patient Engagement/ Impact on patient services:</b>
<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 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 continues to play an on-going role not only in planning and commissioning services to meet the complex needs of the local community.</p>

<b>Financial and resource implications</b>
We are continuing to work with NHSE to report against trajectories of activity assumptions for 18/19. We have provided month one data and finance reports and are currently working with CNWL to agree our data requirements for month two onwards data and reporting to NHSE.

**Equality / Human Rights / Privacy impact analysis**

None that are relevant to this report

**Risk**

Current data provided by our lead provider requires improvement including capture of requests for additional tasks. This has been discussed with NHSE and revised data will be agreed for month 2 reporting.

**Supporting documents**

**North Kensington Recovery progress report: July 2018**

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

Committee name	Date discussed	Outcome

## North Kensington Recovery progress report: July 2018

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### Strategic Overview

This month's report focuses on three key areas:

- The 1 Year Anniversary
- Update on developing the North Kensington Health Recovery Strategy
- The North Kensington Recovery Team

### The 1 year Anniversary

In the run up to, during and after June 14<sup>th</sup> a large number of events and activities took place across North Kensington to mark the one year anniversary of the fire at Grenfell Tower.

On 14<sup>th</sup> June itself there were 120 NHS staff supporting the community and the large number of people who came to North Kensington to pay their respects. The NHS were invited by Grenfell United to attend the commemoration service at the Tower site and to lay a reef in remembrance to those who died and to take part in a 72 second silence as a poignant vigil for the tragedy.

Staff also came together at Marylebone Road with colleagues from both Hammersmith and Fulham and Central London CGG joining West London CCG colleagues to reflect on the last 12 months and to take part in the 72 second silence.

It was an emotional day for all of those involved and was managed with sensitivity and poise.

### Update on developing the North Kensington Health Recovery Plan

RBKC, CNWL and the CCG have formally agreed a set of joint commitments (see appendix 1). These commitments set out our ambitions publicly to demonstrate that we are committed to the recovery for the long term and will underpin our approach as we move forward with the development of our recovery plans. We are currently in discussion with RBKC regarding our approach to communication and engagement and plan to share our plans with our North Kensington communities.

Early indicators suggest that the Health Recovery Plan will focus on (but not exclusively) the following areas:

- Developing mental health support services for our diverse communities which address trauma adopting a non-medicalised approach.
- Building a robust communications platform through social media to allow young people, specifically young men, to create a continuous dialogue around their health and wellbeing needs.

- Working with our community and voluntary sector organisations to continue to build capacity and capability so that they can continue to meet the needs of local communities.
- Prioritising vulnerable groups i.e. parents with under 5's and BME men under 25 years of age.
- Supporting Third Sector organisations to develop a robust infrastructure that includes quality assurance processes.
- Promoting self-care as a regulatory function which is self-initiated and gives residents confidence and greater control of their own health and encourages healthy behaviours.

As stated in the last briefing, 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.

This includes:

- Working with young people from across North Kensington to design and co deliver Health and Wellbeing events in September. The event will focus on self-expression and resilience.
- Design and implement the Community Asset Mapping Programme to identify what assets exist within communities, as well as what communities wants 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.

### **North Kensington Recovery Team**

The team has now been fully appointed to with the exception of the Primary Care Manager role. This post had to be re advertised as we have yet to find a suitable candidate. The interviews will take place the week commencing the 16th July. A full list of the team members with roles and contact addresses are in Appendix 2. All posts are fixed term in accordance with existing funding arrangements.

On the 25<sup>th</sup> July the North Kensington Recovery Team has scheduled an away day to commence the development of the CCG Health Recovery Plan. The following documents have had a key role in underpinning our health plans:

- Grenfell One Year on – A Review of the Voluntary Sector Response. Muslim Aid
- Evidence based approach to Recovery Planning. WL CCG
- Together for Grenfell Collaboration – Wellbeing Support to Arabic & Muslim Community North Kensington
- Maybe Things Can Change: A BME Community Needs Assessment after Grenfell. Musawa BME Community Consortium
- Mapping the children's health and well-being services in North Kensington. Working with men - The Ubele Initiative
- Theos Report: After Grenfell: the faith groups response Amy Plender
- Baseline health report

- Notting Dale: Lancaster West and Silchester West and East Estates. Resident health attitudes and behaviour survey. Collaborate

Our new Head of Engagement is prioritising a community assets review to identify the human assets within the community and to understand what the communities' wants and needs are. The asset review will help us to understand what and where community resources are and will enable us to work with them to support a community led recovery. Such assets have had a significant impact on community development in the context of capacity and capability. We are seeking to complete this piece of work by the beginning of September so added to our existing Director of Services for North Kensington.

### **Communications**

With the 1 year anniversary and the commencement of the Grenfell Public Inquiry our communications have focused on describing and signposting to the health and wellbeing support that is available. This has also included additional therapeutic support that was commissioned by the CCG in direct response to what residents told us they wanted. This was breathing support onsite at the Grenfell Inquiry, and massage and breathing support at the community screenings of the Inquiry and at Grenfell United.

The team worked closely with communications colleagues at RBKC and CNWL to make sure there was alignment of messaging.

The CCG have been supporting the 'OK not to feel OK' campaign led by RBKC. We have used our channels to help raise awareness, and facilitated distribution of materials to GP surgeries.

We have produced a new poster that has been sent for display at local GP surgeries and will be shortly in place in prime advertising locations at Latimer Road and Ladbroke Grove Underground Stations. The poster which signposts CCG commissioned our services was produced with significant input by local residents and community organisations. This approach of co-designing our materials will be a key approach to our communications moving forward.

Preparation continues for the Mindful Youth event now taking place on 21 September. We are currently working with NHS Creative to produce promotional material including flyers, posters, t-shirts and building up a programme of workshops. We are planning to promote through schools, local community spaces, and social media and are considering press coverage as well.

The CCG have received negative feedback from a small number of community members who do not feel we are undertaking enough engagement. This has been expressed via complaints and through social media. To this end the team are being particularly vigilant regarding recording all weekly community engagement meetings and is retaining a dossier of all needs assessments undertaken by both ourselves and locally commissioned providers.

The focus of the communications team is to ensure we are capturing all good news stories as well as promoting the community engagement events to gain feedback for the Health Recovery Plan.

### **Finances**

The CCG are working with CNWL to improve existing reporting arrangements. The NHSE M2 submission had to be delayed as the report was not fit for purpose. A resubmission has been requested with a deadline date of Friday 13<sup>th</sup> July.

Some North Kensington GP practices have expressed concern regarding the funding levels for the North Kensington Recover Model of Care MDTs. We are currently in discussions with these practices.

We continue to have the challenge of distinguishing the difference between on-going 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.

### **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](mailto:mona.hayat1@nhs.net)