

Date	20 March 2018
-------------	---------------

Title of paper	North Kensington Recovery: progress report March 2018
-----------------------	--

Presenter	Dr Oisín Brannick and Mona Hayat, West London CCG
Author	Mona Hayat, Director of North Kensington Recovery
Responsible Director	Mona Hayat, Director of North Kensington Recovery
Clinical Lead	Dr Oisín Brannick, Clinical Lead for North Kensington Recovery
Confidential	No (items are only confidential if it is in the public interest for them to be so)

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 report provides a further update of the delivery and activity of on-going clinical and non-clinical support to the North Kensington community as aftermath of the Grenfell Tower fire in June 2017.

Quality & Safety/ Patient Engagement/ Impact on patient services:

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.

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.

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 commission services to meet the complex needs of the local community.

Financial and resource implications

Since the last Governing Body, we have received confirmation via the Recovery Oversight Group led by NHS England that we will be receiving £8.9m in 2018/19. As yet no formal confirmation of the funding has been received in writing and the CCG has raised this as a risk at this late stage in Q4.

Equality / Human Rights / Privacy impact analysis

None that is relevant to this report.

Risk

Additional resources and capacity required by the CCG in order to meet the needs of the residents in the local area.

Supporting documents

North Kensington Recovery progress report: February 2018

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

Committee name	Date discussed	Outcome
RBKC Health and Wellbeing Board	10/01/2018	H&WBB noted the report.

Contents

- | | |
|--|--|
| 1. Strategic Overview | 5. Health and wellbeing in the longer term |
| 2. Physical and mental health provision updates | 6. Communications |
| 3. Update on the health and wellbeing response: joint approach | 7. Contracting |
| 4. Engagement | 8. Finance |
| | 9. Contact |

1 Strategic overview

Progress has been made developing a joint approach to a Multi-Agency Recovery Strategy. Two Executive Workshops have convened with senior officer attendees from the CCG, CNWL and RBKC. It is recognised by all parties that we need to harness the learning from formal debriefings undertaken by both the NHS and RBKC to inform how we progress the approach, taking into consideration how we have progressed in developing relationships within the community. The ambition is that the Multi-Agency Recovery Strategy will be developed concurrently with the RBKC Health and Wellbeing Strategy. Next steps include agreeing and signing off a joint governance approach and commencing a joint recovery comms plan.

2 Physical and mental health provision updates

2.1 Wrap-around care

CNWL clinical teams, Hestia, and RBKC Housing and Key Working teams have met to conduct a first clinical case conference on families that have not been able to agree permanent accommodation. This approach has allowed us to come together as organisations working with the same client group to try and prevent any families or individuals falling through the gaps, whilst also working towards identifying a lead organisation or individual for each family. This responds to feedback from families that retelling their story to many different people has been a difficult part of this process and by identifying a lead contact, families can have a named person to help navigate all the support services.

Tower visits for bereaved families have commenced. Teams from CNWL are assessing individuals prior to the visit and are also on hand to offer support and screening to all families. These visits are different to the previous ones where residents returned to collect personal effects.

The NHS met with Grenfell United to ensure we had all of their members on one of our lists and to get soft intelligence on the best ways to make contact with individuals yet to be reached. A follow up is planned and the Outreach team will have a presence at the new Grenfell United premises. They attended the launch of the new space at the end of last month.

CNWL are now revisiting the cases of residents who refused screening and/or treatment following a screen when first approached. This means that those who were not ready to engage at the time of initial contact have another opportunity to do so within the first year of the fire.

The Child and Adolescent Mental Health (CAMHS) team is working with three schools affected by the fire to pilot an approach to school-based screening for signs and symptoms of distress or trauma. This pilot will help to inform a plan to offer screening in all schools.

Family Liaison Officers (FLOs) from the Metropolitan Police have been working with bereaved families since the time of the fire. This support includes identifying those who need additional support with their emotional or mental health and making sure they are connected to appropriate services. The FLOs are now working closely with CNWL to ensure that everyone is offered screening for trauma and other mental health concerns. Making this connection via the trusted relationship with the FLO will help to make the transition into CNWL services seamless and joint appointments with FLOs and CNWL teams are being offered to support this.

2.2 Primary Care

Surgeries continue to offer extended appointments for patients affected by the fire. The emerging Model of Care has now been developed and the first tranche of six surgeries offering a wraparound service will be launched by the end of March, followed by another six surgeries the following month.

Recognising their complex long term needs, the service will focus on tailored case management for families and individuals by providing longer appointments and multidisciplinary team working, with Case Managers, Health & Social Care Assistants, the Council's Grenfell support workers, Community Living Well, trauma team, and outreach team.

2.3 NHS response in numbers

- Primary care – 1,044 individual patients have been seen to date flagged as Grenfell.
- GPs have referred 27 people into the Grenfell specialist respiratory clinics.
- In total, 5542 contacts by the Outreach Team have occurred.
- Screening for PTSD has been provided for 1132 adults who have been identified as having urgent need.
- There are 564 adults in treatment and 124 adults have completed treatment.
- In addition to the PTSD screening above, GPs have also been recording any further consultations in which Grenfell is discussed to understand the time spent in primary care responding to local residents' needs.
- 299 (23%) adults referred to CNWL have declined screening and/or treatment
- 279 children and young people have been referred into CAMHS services to date. Our children's services are also conducting screening and treatment for PTSD. At present there are 149 children receiving specialist care and 65 children have completed their treatment. 24 children have declined treatment.

3 **Update on the health and wellbeing response: joint approach**

The multi-agency services directory is progressing. The first draft of the directory is almost complete with the plan for the first iteration of the directory to be included on NHS Grenfell Support website. This will include NHS My Care My Way services, 111 services, Community Living Well, VAWG services and services provided by the Advocacy Project. We aim to include other third sector KCSC services on the website by the end of March once the quality assurance process has been completed.

There is a plan to implement Health Help Now with the intention to move the services directory across to this website once completed.

RBKC funded services will also be included in the directory once they have completed the task of collating all information and quality assurance.

As a consequence of feedback from Councillors, the CCG and CNWL will be hosting an event for parents with children under the age of 5 who are struggling to cope with their children's response to the tragedy. CNWL are looking into alternative ways we may engage these families and direct feedback from them will be critical.

4 Engagement

Engagement continues to be a critical element of the North Kensington recovery plans. The CCG is a member of the Cultural Competency Group which oversees cultural awareness of mental and physical health service delivery.

We are working collaboratively with The Listening Project which is an initiative run by BBC radio and the British Library. It aims to record, share, and preserve the stories of our lives by taping short conversations between two people. Producers of the project, working with the CCG are looking to capture conversations between residents and staff who were involved with or have been affected by the incident. The Community Photography Participation Project incorporates elements of community engagement, research, advocacy, community cohesion, and capacity building.

The CCG is working in partnership with Kensington and Chelsea Youth Forum to design, plan and deliver an event specifically for young people aged between 13 and 19 years of age. The event will focus on providing young people with skills and resources that will equip them to better express themselves following the fire at Grenfell Tower.

The event will include a keynote speaker, selected by the young people themselves and will be followed by a series of interactive workshops where attendees can learn and use skills and techniques that will support them in their self-expression. The event is being planned for June 2018 to coincide with the end of exams.

5 Health and wellbeing in the longer term

The CCG ran a second round of Emergency Planning training at the end of February. This was well attended by a number of partner agencies. Further dates are planned due to positive feedback from attendees.

An Equality Impact Analysis (EQIA) is being planned for the Recovery Strategy. In addition to this, we are developing a guidance document to develop a culturally responsive framework for Grenfell Recovery. This will include guidance and principles for future work, outlining best practice benchmarks for future services, creating culturally responsive health workforce.

Other key activities being undertaken are:

- Supporting Public Health in the on-going community health needs assessment.
- Master class with Dr Begum Maitra to understand the role of culture in post-disaster recovery to provide the insight and evidence to the team to develop a culturally sensitive response
- Capture the insights and experience of front line staff from an equality perspective about the services and support offered to the community as part of the initial Grenfell response

as part of the formal debriefing work completed.

The CCG have developed a Young People and Families Board in response to concerns raised within the community that there needs to be a regular forum where families may provide regular feedback on service delivery in this area. To this end, the Board will have patient representation. This is a joint collaboration with RBKC, and Councillors Will and Blakeman will both be attendees.

6 Communications

The NHS has sent its first quarterly stakeholder briefing outlining activity to date on the health response to the Grenfell Tower fire. It included information on Primary Care, Engagement, the development of a new model of care and the latest treatment figures. The next briefing will be sent in June 2018.

The community have recently been providing feedback that they are saturated with media requests and interventions. 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 first draft will be an appendix to next month's Governing Body Report.

7 Contracting

The CCG is currently developing the draft North Kensington Recovery Contract inclusive of SDIP and DQIP. This will be an appendix to the March GB Paper for review.

8 Finance

Since the last Governing Body meeting, we have been allocated £6.6m for 2017/18 by NHS England. We are working with them to ensure funding is available in 2018/19 in consideration for the fact that we will require an additional £8.9m. As yet no formal confirmation of funding for 2018/19 has been received, and the CCG has raised this as a risk to NHS England at this late stage.

The CCG have commenced formal Finance & Performance Meetings with CNWL. The CCG North Kensington Team structure has been approved. Posts will be going out to advert imminently. There will be a 44% programme cost reduction in 2018/19 in comparison to 2017/18.

9 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