

Health and Adult Social Care and Communities Overview and Scrutiny Committee

Agenda

Date: Thursday, 10th September, 2020
Time: 10.00 am
Venue: Virtual Meeting

For anybody wishing to view the meeting please click on the link below:

[Join live event](#)

Or dial in via telephone: 141 020 3321 5200 and input Conference ID: 889 885 530# when prompted.

The agenda is divided into 2 parts. Part 1 is taken in the presence of the public and press. Part 2 items will be considered in the absence of the public and press for the reasons indicated on the agenda and at the foot of each report.

It should be noted that Part 1 items of Cheshire East Council decision making meetings are audio recorded and the recordings are uploaded to the Council's website

PART 1 – MATTERS TO BE CONSIDERED WITH THE PUBLIC AND PRESS PRESENT

1. **Apologies for Absence**
2. **Minutes of Previous Meeting** (Pages 3 - 6)

To approve the minutes of the meeting held on 9 July 2020.

For requests for further information

Contact: Joel.Hammond-Gant

Tel: 01270 686468

E-Mail: joel.hammond-gant@cheshireeast.gov.uk with any apologies

3. **Declarations of Interest**

To provide an opportunity for Members and Officers to declare any disclosable pecuniary and non-pecuniary interests in any item on the agenda.

4. **Declaration of Party Whip**

To provide an opportunity for Members to declare the existence of a party whip in relation to any item on the Agenda

5. **Public Speaking Time/Open Session**

A total period of 15 minutes is allocated for members of the public to make a statement(s) on any matter that falls within the remit of the Committee. Individual members of the public may speak for up to 5 minutes, but the Chairman will decide how the period of time allocated for public speaking will be apportioned, where there are a number of speakers.

Members of the public wishing to make a statement should provide notice in writing at least three clear working days before the meeting takes place.

6. **Sustainability of Health Services in Cheshire East**

To consider an update from health partners.

Report/presentation to follow.

7. **Healthwatch Cheshire East - 2019/20 Annual Report and Covid-19 Update**
(Pages 7 - 46)

To consider the Healthwatch Cheshire East Annual Report 2019/20, as well as an update on the work undertaken since the beginning of the Covid-19 pandemic.

8. **Forward Plan** (Pages 47 - 62)

To review the council's Forward Plan of key decisions.

9. **Work Programme** (Pages 63 - 74)

To review the committee's work programme.

Membership: Councillors S Brookfield, J Clowes, A Critchley, D Edwardes, B Evans, S Gardiner, M Houston, A Moran (Vice-Chairman), D Murphy, J Parry, P Redstone, R Vernon, L Wardlaw (Chairman), J Weatherill and N Wylie

CHESHIRE EAST COUNCIL

Minutes of a meeting of the **Health and Adult Social Care and Communities Overview and Scrutiny Committee**
held on Thursday, 9th July, 2020 at Virtual Meeting

PRESENT

Councillor L Wardlaw (Chairman)
Councillor A Moran (Vice-Chairman)

Councillors A Harewood, J Clowes, A Critchley, D Edwardes, B Evans, S Gardiner, M Houston, D Murphy, J Parry, P Redstone, R Vernon, J Weatherill and N Wylie

PORTFOLIO HOLDERS IN ATTENDANCE

Councillor L Jeuda, Portfolio Holder for Adult Social Care and Health; Deputy Leader of the Labour Group
Councillor J Rhodes, Portfolio Holder for Public Health and Corporate Services

OFFICERS IN ATTENDANCE

Jill Broomhall, Director of Adult Social Care Operations
Karen Carsberg, Head of Housing
Linda Couchman, Acting Strategic Director of Adult Social Care and Health
Christopher Hutton, Senior Policy Officer
Mark Palethorpe, Executive Director of People
James Sumner, Chief Executive - Mid Cheshire NHS Hospitals Foundation Trust
Nichola Thompson, Director of Commissioning
Dr Matt Tyrer, Interim Director of Public Health
Clare Watson, Chief Executive, Cheshire Clinical Commissioning Group
John Wilbraham, Chief Executive, East Cheshire NHS Trust

9 APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor S Brookfield, who was substituted for by Councillor A Harewood.

10 MINUTES OF PREVIOUS MEETING**RESOLVED –**

- 1 That the minutes of the formal meeting held on 5 March 2020 be approved as a correct record and signed by the chairman.

- 2 That the notes of the informal meeting held on 23 June 2020 be agreed as a correct record and ratified.

11 DECLARATIONS OF INTEREST

There were no declarations of interest.

12 DECLARATION OF PARTY WHIP

There were no declarations of a party whip.

13 PUBLIC SPEAKING TIME/OPEN SESSION

There were no members of the public present who wished to speak.

14 COVID-19 RESPONSE - UPDATE FROM CHESHIRE NHS PARTNERS

The committee welcomed a joint update from NHS Cheshire Clinical Commissioning Group, East Cheshire NHS Trust and Mid-Cheshire NHS Foundation Trust, which provided an overview of the initial response by NHS partners in Cheshire East to the Covid-19 pandemic, and ongoing recovery.

Members asked questions and put comments in relation to;

- Reports that considerably lower numbers of people had accessed services, and what was being done to communicate what and how services were operating during the Covid-19 response period;
- What the expected financial implications of Covid-19 were;
- What extra measures had been undertaken to support BAME people, following confirmatory reports that BAME people had been proportionately more impacted by Covid-19 than other backgrounds and ethnicities;
- The upcoming winter and the preparations that had begun to ensure that spikes in Covid-19 cases and potential local lockdowns can be effectively managed;
- The logistics of organising and carrying out flu jabs for a greater number of people this year (all people aged over 50 were to be recommended to get a flu jab this coming winter);
- How the Trusts had managed cancer treatment plans and what impacts Covid-19 and lockdown had on appointments and waiting lists for cancer patients; and
- Had considerations already been given to how the likely increase in presentations of people with mental health and wellbeing concerns could be appropriately managed.

Mr John Wilbraham asked for the point in the officers' presentation to make it clear that "enhanced payments [were made] to those staff able to work additional hours".

RESOLVED –

- 1 That the presentation and update be noted.
- 2 That the officers' presentation be updated to reflect the correction by Mr John Wilbraham, and re-published to the meeting webpage

15 VULNERABLE AND OLDER PERSONS HOUSING STRATEGY

Consideration was given to the draft Vulnerable and Older Persons Housing Strategy. The committee was informed that following Cabinet approval on 5 May 2020, the draft strategy had been taken out to external consultation from 18 May through to 13 July 2020.

Members asked questions and put comments in relation to;

- Whether it would be worthwhile extending the consultation through to September 2020 to help to improve the overall response rate;
- The number of people who lived alone in Cheshire East and had this been factored in to the strategy;
- The consideration private landlords would give to this kind of strategy; and
- Whether it would benefit the final strategy to consider, as part of the wider consultation, the data received as part of the 2018 consultation on the housing needs of people with learning disabilities.

RESOLVED –

- 1 That during the development of the Vulnerable and Older Persons Housing Strategy 2020-24, the Portfolio Holder for Environment and Regeneration and Portfolio Holder for Adult Social Care and Health review available data from made Neighbourhood Plans and the experience and feedback from the 2018 consultation for the 'My Life, My Choice' (strategy for people with learning disabilities in Cheshire East), as well as the more recent learning and experience in relation to homelessness, domestic violence and the 'People Working for People' project during the Covid-19 pandemic.
- 2 That Cabinet and the Executive be encouraged to ensure that the learning and experience of the far-reaching impacts of the Covid-19 pandemic is used to adapt existing, and shape future, council strategies.

16 PERFORMANCE SCORECARD - QUARTER 4 (2019/20)

Consideration was given to performance scorecard data from Quarter 4 of the council year 2019/20 relating to adult social care, public health and communities services.

RESOLVED –

That the update be received and noted.

17 FORWARD PLAN

The committee reviewed the council's Forward Plan of key decisions.

RESOLVED –

That the Forward Plan be noted.

18 WORK PROGRAMME

The committee reviewed its work programme for the remainder of the 2020/21 municipal year.

Members agreed that any reports and information considered by Cabinet relating to Covid-19 infection control should also be considered this committee.

RESOLVED –

- 1 That the work programme be noted.
- 2 That the response of the Executive to the committee's recommendation of 23 June 2020 be accepted and no further action taken.
- 3 That the Scrutiny Officer liaise with officers to ensure that any report or information relating to Covid-19 infection control work be added to the next possible committee meeting agenda.

The meeting commenced at 10.00 am and concluded at 1.09 pm

Councillor L Wardlaw (Chairman)



Annual Report 2019-20



Contents

Message from the Chair of Healthwatch England	3
Message from our Chair	4
Message from our CEO	5
Our vision and principles	6
Our 2019-20 priorities	7
Highlights from our year	8
How we’ve made a difference	10
Listening to people’s experiences	25
Our volunteers	30
Our finances	36
Looking ahead	38
Thank you	39
Contact us	40

Message from the Chair of Healthwatch England

Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis, Healthwatch England Chair



Message from our Chair



I am delighted to present to you our Annual Report for 2019/20; a year which has been incredibly busy and diverse for the staff and volunteer team of Healthwatch Cheshire East responding to emerging health and care policies; the themes coming through from the public; and latterly our response to the Covid-19 pandemic.

As your independent consumer champion, the Healthwatch Cheshire East staff and volunteer team constantly seek to hear from people about what works well for local health and care services and exactly where any concerns about services and support lie.

Throughout this year we have gathered and shared the experiences of 1,400 people of the health and care services and support they and their families receive. We have been able to act on this information to ensure that it is used to help shape the planning, commissioning, quality, and delivery of future services and support.

Working closely with the public and our Local Authority and NHS partners, this year we completed engagement activity on the NHS Long Term Plan and the subsequent local Cheshire East Partnership Five Year Plan asking the people of Cheshire East their thoughts on the Plan and what matters most to them about health and care services. The findings were published in two reports and were shared with key health and care partners and with the public via our website, to ensure they helped inform local plans that include Integrated Care Partnerships; and Care Communities.

The period of uncertainty caused by the Covid-19 pandemic means that our partnerships will be more important than ever. I would like to thank our staff and volunteer team, and everyone that has shared their views and experiences with us this year. Thanks also to service providers, and local authority and NHS commissioners, for working with us and listening to the views and experiences of the people of Cheshire East.

Lynne Turnbull
Healthwatch Cheshire CIC Chair

Healthwatch continue to ask the right questions of its strategic partners and encourage us all to put the residents of Cheshire at the heart of what we do. Cheshire CCG and its 4 predecessor organisations has worked closely with, and learnt from, Healthwatch during 2019/20. We have an excellent partnership which is down to Healthwatch staff and volunteers, and the values the organisation cherish. I look forward to continuing to work with the team in the coming months and years."

Clare Watson, Accountable Officer
NHS Cheshire Clinical Commissioning Group

Message from our CEO

I would like to take the opportunity to say a big thank you to all of our staff and volunteers helping to make positive changes for people's health and care services in Cheshire East.

As a Healthwatch we pride ourselves on our ability to remain independent, agile and responsive, demonstrated through the impact of our work. The Covid-19 pandemic has brought many new and additional challenges, along with deep concerns amongst the public. We have worked hard with local health and care partners to keep the people of Cheshire East up to date with the latest information and developments.

During this year, the team have been closely following the development of Care Communities in Cheshire East, working to bring services closer to people's homes. We are very keen to ensure that what matters most to the public about health and care



services in their communities is fed into planning at a local level.

People's views and experiences remain hugely important and we recognise that new ways of engaging with the public will be required to make this effective. As the new year begins, we have created a survey asking people about their health and wellbeing during this period. Findings from the survey will assist in planning of health and care services, and will inform our Healthwatch priorities for the coming year.

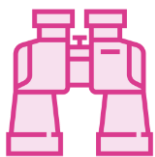
Louise Barry
CEO – Healthwatch Cheshire CIC

Cheshire East Council is very pleased to be able to comment in this year's Healthwatch annual report. The local Healthwatch is designed to hear views of the people and their needs and experiences of local health and social care services. Their work in collaboration with our commissioning and operational teams has helped to scrutinise services in order that positive outcomes are delivered for our population.

They give concise reports that enable the Council to make improvements to services which keeps the citizens at the heart of our planning. Their support in the development of the five-year NHS and Council Place Plan has been invaluable in seeking the public views, it has been a platform for information and advice which has clearly helped with the shaping of the document. They have undertaken a survey to capture future planning and learning aimed at new ways of working for the Cheshire East footprint and the support we have had from Healthwatch during the recent Covid-19 pandemic has been excellent.

The work Healthwatch Cheshire East undertake for us is vital and ensures we have the person's voice at the centre of all our developments."

Mark Palethorpe , Executive Director of People – Director of Children's Services & Director Adult Social Services; and Matt Tyrer, Acting Director of Public Health - Cheshire East Council



Our vision at Healthwatch Cheshire is simple

To be an independent voice for the people of Cheshire, helping to shape and improve local health and care services.



Our principles

Healthwatch Cheshire:

- independently collects the voice of the people of Cheshire about their health and care experiences
- challenges providers and commissioners to influence key decision making in health and care
- sets the standard for excellent public engagement, enabling diverse and seldom heard voices from across Cheshire to be heard
- ensures that all people have good quality, up to date information and advice
- uses its networks and public engagement to gather meaningful and robust local evidence and intelligence, working in partnership across all sectors of health and care
- provides a range of ways to gather the experience of people of Cheshire
- provides an NHS Independent Complaints Advocacy Service (ICAS) supporting people to raise their concerns and complaints.



Find out more about us and the work we do

Website: www.healthwatchcheshireeast.org.uk

Twitter: @HealthwatchCE

Facebook: @HealthwatchCE

Our 2019-20 priorities

In 2018-19, 1054 people told us about the improvements they would like to see health and care services make in 2019-20. These were our priorities for 2019-20 based on what you told us, and how we acted on them.

You told us you wanted it to be easier to see a doctor or nurse quickly.



- We have provided information from the comments we receive from people to the GP Practices, Hospital and Community Trusts, the Primary Care Committee, and NHS Cheshire CCGs.
- We conducted A&E Watch, with a focus on waiting times for people to see health professionals.

You told us you wanted shorter and fewer delays in diagnosis and treatment for Mental Health conditions and Autism.



- Conversations with people on the Cheshire East Partnership Five Year Plan brought up issues around Mental Health, which were included in our final report.
- During engagement on the NHS Long Term Plan, we held specific focus groups relating to Autism with members of Space4Autism, feeding back these in depth discussions to the Cheshire and Merseyside Health and Care Partnership.
- Healthwatch have worked with East Cheshire Trust and Space4Autism regarding Patient Passports.

You told us you wanted shorter waits for hospital treatment after GP referrals and fewer cancelled operations at our hospitals.



- We regularly attend local steering groups in Cheshire East, where a key priority is to create joined-up care between services such as GP Practices and Hospitals.
- We have shared comments that we receive with the NHS Cheshire CCGs, and Hospital and Community Trusts, so that they can work together to improve people's experiences.
- Healthwatch actively participate in Patient Experience Groups in Cheshire East.

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



40 volunteers

helping to carry out our work. In total, they gave up **875 hours**.

We employed
7 staff

who work a variety of full-time and part-time hours.

We received
£167,500 in funding

from our Local Authority in 2019-20, no change from the previous year.

Providing support



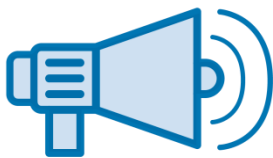
1,400 comments

about health and care were received from people in Cheshire East, **49% more than last year**.

105 people

contacted our Independent NHS Complaints Advocacy Service for support through the NHS complaints process, **52% more than last year**.

Reaching out



2,370 people

engaged with us at community events, there were **8,009 visits** to our website, and **1,834 people follow us** across Facebook and Twitter.

Making a difference to care



48 reports

were published about the improvements people would like to see with their health and care. These included Project reports and Enter and View reports. **From this, 51% of the services we visited made changes as a result of our recommendations.**

How we've made a difference



Speaking up about your experiences of health and care services is the first step to change.

Take a look at some of the ways your views have helped make a difference to the care and support people receive in Cheshire East.

Improving people's experiences of emergency care through A&E Watch

On 13th January 2020 Healthwatch Cheshire East and Healthwatch Cheshire West conducted A&E Watch at the three A&E Departments of Macclesfield Hospital, Leighton Hospital and the Countess of Chester Hospital. A&E Watch is designed to give a snapshot view of the experiences of people attending A&E and their reasons for choosing A&E.

In total we received 170 responses to our A&E Watch survey across the three hospitals. We also conducted an Enter & View visit at each department which you can view on our website: www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view

At both hospitals, the Healthwatch team observed a busy but calm and professional feel to the environment. The A&E department at **Leighton Hospital** has benefitted from the renovation work that has taken place over the past year, including in the waiting areas with better signage about the streaming process, and the new extended Clinical Decisions Unit. However, we did observe people waiting on trolleys in the corridor before going into Majors, and their relative, friend or carer stood next to them with no seating in the corridor.

During the visit at **Macclesfield Hospital**, staff were not viewed to be being rushed and patients expressed appreciation of the service and how quick and easy the streaming process was. However, people told us that they did not feel they were being kept informed about waiting times and reasons for delays.

What People Told Us

The main findings of the report across the three hospitals were:

- A slight majority of the people we spoke to had tried to visit another service before attending A&E, at 57% of people overall.
- Of the people who tried to go elsewhere before A&E, 61% reported trying going to their GP first.
- The ambulance service satisfaction rating indicates that across all three A&E departments, 84% found this service to be excellent (rated 5 out of 5).
- On the day we visited, across the three hospitals 73% of people we spoke to rated their experience of A&E as being at least 4 out of 5.

This A&E Watch report is presented to each of the Hospital Trusts and Clinical Commissioning Groups, to feed into their planning and delivery. It is also published on our website at:

www.healthwatchcheshireeast.org.uk/what-we-do/our-reports



Healthwatch Cheshire East Community Engagement and Project Officer, during A&E Watch at Macclesfield Hospital, 13th January 2020

A&E Watch: Spotlight on Leighton Hospital's streaming process

Leighton Hospital is based in Mid Cheshire and draws patients from both Cheshire East and Cheshire West and Chester. In February 2019, Leighton Hospital had recently commenced their 90-day workstream on improving the streaming process for patients attending A&E, looking at how patients are assessed, where they are sent, and deciding by whom they will be treated. Healthwatch Cheshire East and Healthwatch Cheshire West were asked by Mid-Cheshire Hospitals NHS Foundation Trust to revisit Leighton Hospital on 7th October 2019 in order to assess the success of the new streaming system following its implementation. We were also able to compare these findings later in our January 2020 survey.

At the October 2019 visit

At our October visit, the waiting area had been renovated with the addition of a streaming desk. On this occasion new signage including direction from the streaming desk toward reception and two television screens displaying waiting times for separate departments, had also been added.

- People we spoke to were fairly evenly split on whether they felt they were being kept informed of timings or delays.
- 51% indicated that they did not know why they had been waiting the time they had.
- On the day we visited, 90% of the people we spoke to rated their experience of A&E as being at least 3 out of 5. 22% rated their experience as excellent (5 out of 5).

At the January 2020 visit

- At Leighton Hospital 71% felt well informed about waiting times. This is up from 49% in the October 2019 survey. People mentioned that they were being kept informed in a number of ways at Leighton – either via the TV screens, or by the triage nurse or other members of staff.
- 97% of the people we spoke to rated the experience of A&E as being at least 3 out of 5. 57% rated their experience as 5 out of 5, up from 22% in October.



John,
Healthwatch
Cheshire East
volunteer at
Leighton Hospital
during A&E
Watch, 7th
October 2019

"As a system we are working hard to ensure appropriate signposting for our patients, to the service that best fits their need. The review highlighted there is more work to do on this agenda." - **Chris Oliver - Chief Operating Officer, Mid Cheshire Hospitals NHS Foundation Trust**

You can read the October 2019 Leighton Hospital A&E Watch Report, and the January 2020 A&E Watch Report covering the three A&E Departments of Cheshire by visiting our website:
www.healthwatchcheshireeast.org.uk/what-we-do/our-reports

Improving services in Cheshire East through Enter & View

Volunteers and staff from Healthwatch Cheshire East regularly visit Care Homes, GP Practices, Hospitals, and other specialist services to conduct Enter and View visits. An Enter & View visit provides a snapshot in time of the services being provided and allows us to see, hear and feel what it is like within that particular setting for the people who use services, as well as their families and staff.

Healthwatch Cheshire East then publish these reports, which also contain recommendations for the service provider about how we think services could be improved. Providers regularly feed back on these recommendations and our visit, which show us the impact our Enter & View activity can make and the change it can affect.

These reports are sent to the Care Quality Commission, Clinical Commissioning Groups and Cheshire East Council and are used at various meetings where our findings can be discussed and used to influence change.

Between April 2019 and the end of March 2020, Healthwatch Cheshire East published 42 Enter & View reports of services across the whole of Cheshire East, available to view on our website at www.healthwatchcheshireeast.org.uk/hat-we-do/enter-and-view.

These include reports of:

- 36 Care Homes
- 4 GP Practices
- 2 Hospital settings.



Alison, Healthwatch Cheshire East Enter and View Authorised Representative at the Senior Forum in Crewe, 14th February 2020

Services acting upon our Enter & View recommendations

Healthwatch Cheshire East received feedback on Enter & View reports from 22 of the providers.

The recommendations offered in these reports led to improvements to areas such as care home activities, interior décor, improvements to meals, more information provision for people in waiting areas.

Improvements based on our recommendations were carried out in:

- 18 Care Homes
- 1 GP Practice
- 2 Hospital settings



Feedback from providers on our Enter and View reports includes:

"The Healthwatch representatives were very friendly and helpful. Following the Healthwatch review of our premises we shared the findings with both staff and the GP partners."

Practice Manager, Grosvenor Medical Centre

"This report provides useful positive feedback, and we take on board the recommendations to see where we can make improvements to our patients' experience."

Leighton Hospital A&E Department

"Following the visit, I received lots of positive comments about how pleasant the visit had been and how lovely it was to be given the opportunity to show off the Village."

Manager, Belong Macclesfield



For the latest Coronavirus information, visit:
www.healthwatchcheshireeast.org.uk/coronavirus

- The latest NHS and Government advice on Coronavirus
- Updates on service changes at local hospitals, GP Practices, pharmacies and more
- Latest Local Authority information and support
- How to volunteer to help in your community
- Useful blogs and advice to help during Coronavirus

You can still tell us about your health and care experiences via our online Feedback Centre
 Website: www.healthwatchcheshireeast.org.uk
 Telephone: 0300 323 0006
 Email: info@healthwatchcheshire.org.uk

healthwatch
Cheshire East

Keeping Cheshire updated with the information they need about Coronavirus (Covid-19)

The Coronavirus (Covid-19) pandemic escalated during March 2020, with lockdown measures, social distancing, and changes to services introduced. Healthwatch Cheshire East created a dedicated section on our website to provide all of the local and national information about Coronavirus, in one place, as a reliable source.

www.healthwatchcheshireeast.org.uk/coronavirus

As a part of ensuring consistent communications covering Cheshire, we are in partnership with the communications teams at each Hospital and Community Trust, Cheshire CCGs, and Local Authorities who provide us with the latest updates from their organisations. The CCGs produce a weekly stakeholder bulletin on behalf of the partners, using the content from our website as a central point to populate the bulletin. Our website is therefore seen as a place where all partners can feed in information they wish to share.

Our online Coronavirus pages contain:

- The latest advice from NHS England and Public Health England direct from their websites.
- Information about Coronavirus in accessible formats – Easy Read format, links to BSL information at Sign Health, and the ability to download information in different languages.
- Updates from all of our local Trusts, Cheshire CCGs, and Cheshire East Council. These pages provide information on service changes, visiting restrictions, support helplines and more. All information is taken direct from the Trusts to ensure consistency of message.
- Useful links and advice – links to blogs and advice from trusted sources about Coronavirus, for example from the World Health Organisation, Information Commissioner's Office, and Public Health England.
- Information on how to volunteer to help or access support.

Assisting with the local response to Coronavirus (Covid-19)

As well as our work keeping the people of Cheshire informed with local and national updates, we have also started to gain feedback from people about their experiences of the Coronavirus pandemic. This includes accessing health and care, and asking about their mental health and wellbeing through our Coronavirus survey. Gathering views and information from the public will continue to form a large focus of our work in the coming months. Our findings will be regularly fed into the Local Authority, local NHS, and community sector to aid the response to Coronavirus and provide intelligence as services continue to adapt and develop.

Healthwatch Cheshire East are supporting the local community by being a part of the NHS, Local Authority, Community and Voluntary Response Cells, feeding back intelligence regularly in online meetings. Members of staff have been responding to telephone and online queries from members of the public requiring information or support around the Coronavirus response. Working in conjunction with Cheshire East Council's Community Development Department and 'People Helping People' scheme, we have been offering some of our staff time to do shopping and prescription collections for the most vulnerable in Cheshire. We look forward to continuing to offer this support across Cheshire in any capacity we can.



Alison, Healthwatch Cheshire East Community Engagement and Project Officer, doing shopping for a person in the shielding category.

Share your views with us

If you have a query about a health and care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website:

www.healthwatchcheshireeast.org.uk

Telephone: 0300 323 0006

Email: info@healthwatchcheshire.org.uk

Healthwatch Cheshire East have been a key partner in the communications response to Coronavirus, providing great support as part of a system-wide effort to inform and update local people and communities about changes to services and how to access them during the pandemic. The work Healthwatch is leading to capture people's experiences of care and support during the Coronavirus outbreak will help ensure that we don't end up going back to old, less effective habits."

Jonathan Taylor, Associate Director of Communications and Corporate Development - NHS Cheshire Clinical Commissioning Group



Healthwatch Cheshire East volunteers at a Cheshire East Partnership Five Year Plan Workshop, 16th August 2019

This year has seen us work closer than ever with partners in the health and care system in order to independently feed back people's views and experiences to affect change.

Cheshire East Partnership Five-Year Plan – Healthwatch Cheshire East published a report on people's views of the Cheshire East Partnership Five-Year Plan in October 2019. This fed into the final published Plan which helped define a health and wellbeing strategy for Cheshire East that was presented to the Cheshire and Merseyside Health and Care Partnership. We produced an independent survey to help people to have their say. We hosted the survey online, and engaged with people about the Plan at engagement events across Cheshire East including at markets and libraries in the main towns. Feedback on the Plan was also provided by our volunteers following a focus group held at the Healthwatch Cheshire office, which was submitted to the Partnership. The report tells us whether people felt the Plan identifies most of the important issues facing health and care services in Cheshire East, whether there is anything missing, and what people think could be done to improve health and wellbeing in Cheshire East. You can read the report on our website:

www.healthwatchcheshireeast.org.uk/what-we-do/peoples-views-on-the-cheshire-east-partnership-five-year-plan-report

Care Communities – A priority of health and care partners in Cheshire is to bring care closer to home for local people in the form of Care Communities, integrating health and care. Healthwatch Cheshire East decided to seek the views of people in the eight Cheshire East Care Communities and their residents in a campaign called Healthwatch Across Cheshire. A large exhibition van with seating and display screens was hired and Healthwatch Cheshire East logos were professionally added to it to undertake a programme of engagement events across the area. Unfortunately, the Coronavirus outbreak meant that the programme had to be postponed. However, the contacts which were built up through this exercise will enable us to reschedule these events at a later date and support our Engagement Team in the future.

A Healthwatch Engagement Team member is linked to each of the Care Communities in Cheshire East. This gives Healthwatch the ability to focus on local developments within health and care and feed back the views of local residents.



Healthwatch Cheshire East branded van, Healthwatch Across Cheshire

'Lets' Talk About Sex!' - Sharing our knowledge at Healthwatch Annual Conference

One of our Community Engagement and Project Officers, Jem Davies, talks about presenting our work on people's experiences of Sexual Health services from 2018 at the Annual Healthwatch Conference in Birmingham in October 2019.

My colleague Katie Tierney and I were given the opportunity to present our Sexual Health Project at the annual Healthwatch Conference in Birmingham. I was extremely proud to highlight our work to our national colleagues. This involved us explaining the project from beginning to end, detailing the various methods of engagement and research we used and how we overcame any challenges. The session was particularly focused on how to hold conversations with people on difficult issues that people may be hesitant to talk about openly.

I was able to explain that not only had

the public valued our work but that also the providers of the Sexual Health services across Cheshire had provided detailed feedback on how the recommendations that we made had influenced the design and delivery of current and future services.

A short time later a colleague from another Healthwatch contacted me directly for some guidance on how they could do a similar project and specifically stated that they had been inspired to cover this subject following on from our presentation. I am very proud that our work is valued across the whole of the Healthwatch network."

Jem Davies and Katie Tierney at Healthwatch Annual Conference, Birmingham 2nd October 2019



View our project reports

You can view our 2018 Sexual Health report discussed above, along with all of our other project reports, by visiting our website: www.healthwatchcheshireeast.org.uk/what-we-do/our-reports

Supporting people in Cheshire East through the NHS complaints process

Healthwatch Cheshire provides an NHS Independent Complaints Advocacy Service (ICAS). ICAS helps people to use the NHS complaints process to make their voice heard.

ICAS offers telephone, online, and face-to-face support to help the people of Cheshire to progress complaints in relation to any NHS service provision provided at hospitals, GP Practices, dentists, pharmacies, opticians, and nursing homes.

Of the 105 people who contacted ICAS for support during the year, 53 were provided with information by ICAS to progress their complaint, 22 were signposted by ICAS to other organisations, whilst 20 required further support from our ICAS Advocate to help them through the complaints process.


52% more people contacted ICAS for support in 2019-20 than in the previous year.



Case Study: Access to diabetic insulin pump services

The ICAS Advocate supported a resident to prepare for a complaint resolution meeting with their local Clinical Commissioning Group (CCG). The complaint was regarding difficulties accessing diabetic insulin pump services which were being provided at a clinic in Manchester. Health issues and personal circumstances made it difficult to regularly travel to the clinic at Manchester which meant the individual was missing out on vital training, information and support on how to use their pump safely and effectively.

ICAS supported the resident to prepare for the meeting and also attended alongside them. As a result of the meeting, the person had their care transferred to a local consultant and diabetic nurse team. On a system-wide level, the CCG committed to considering the recommissioning of the service more locally within Cheshire.

 *Just wished to email you and thank you for your support on Thursday. It was great to have you at the meeting as support."*

Case Study: Helping to rectify incorrect prescriptions

A resident contacted ICAS after the prescriptions for them and their spouse were incorrectly dispensed on two occasions. They were unsatisfied with the response from the pharmacy, and so the ICAS Advocate provided them with information and options regarding a formal complaint.

After being supported to make a complaint themselves, the pharmacy then committed to putting procedures, such as barcoding, in place to prevent any dispensing errors being made in the future.

Case Study: Effective treatment for Parkinson's patients

An individual was supported in raising concerns with their local hospital over medication for Parkinson's patients. They were unhappy that the medication was not being provided at the right time, reducing its effectiveness.

The ICAS Advocate provided information and support to help them to write a complaint letter and meet with the hospital. Following the case, the hospital implemented visual reminders and designated nurses across wards, and were reviewing a potential trial into the use of alarms to improve the timing of medication.



Contact us for advice and support

If you would like independent support with the NHS complaints process, get in touch.

Website: www.healthwatchcheshireeast.org.uk/what-we-do/help-making-a-complaint

Telephone: 0300 323 0006

Email: info@icascheshire.org.uk

Long Term Plan

#WhatWouldYouDo

Highlights



270 people shared their views on the Long Term Plan with Healthwatch Cheshire East.



We held 3 specific focus groups with students and people with Autism reaching different communities across Cheshire East.



Healthwatch Cheshire coordinated the 9 local Healthwatch across Cheshire and Merseyside, with over 2,800 people sharing their views across the region.

NHS Long Term Plan

The NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch England launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Healthwatch Cheshire coordinated the work of the nine local Healthwatch across Cheshire and Merseyside, with a final report produced for each local Healthwatch, Cheshire as a whole, and the Cheshire and Merseyside region. Across Cheshire and Merseyside, 2,807 people shared their views, including 320 attendees across 21 specific focus group events.

In Cheshire East, we received 270 survey responses from circulating the survey online and engagement events across Cheshire. As you told us that you wanted us to focus on Mental Health and Autism support, we conducted two specific focus groups with students from South and West Cheshire College in Crewe, and with parents and carers of children with Autism at Space4Autism in Macclesfield, attended by 33 people in total.



Healthwatch Cheshire East focus group at Space4Autism, Macclesfield, 23rd April 2019

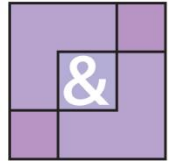
The Chair of Healthwatch England and the committee acknowledged the great piece of collaborative work produced by Healthwatch Cheshire and Merseyside in such a short space of time." –

Healthwatch England Board Minutes, May 2020

You can view the specific Cheshire East, or regional Cheshire and Merseyside report by visiting our website: www.healthwatchcheshireeast.org.uk/what-we-do/healthwatch-cheshire-east-nhs-long-term-plan-public-views-report

How will our work influence the development of the NHS Long Term Plan?

Cheshire & Merseyside
Health & Care Partnership



Below is a contribution from the Cheshire and Merseyside Health and Care Partnership about how the findings are influencing their next steps in progressing the Long Term Plan:

The work to produce this report done by our local Healthwatch is the biggest of its kind ever undertaken in Cheshire and Merseyside, with nearly 3000 people providing their feedback. We are immensely grateful for the time and effort that has gone into this report by all concerned. We would like to thank Healthwatch Cheshire for their work in coordinating the research and for compiling the report, and we would also like to thank all of the Healthwatch that conducted the research and engagement activity in each area.

What shines through is the passion that our local Healthwatch representatives, and those who participated in the workshops and survey, have for health and care in general and the NHS in particular. To be able to tap into this, and the ideas that people are brimming with, and the understandable concerns they still have, gives us an invaluable, comprehensive insight into how, together, we can continue to improve health and care in

Cheshire and Merseyside over the next five years and beyond.

The wealth of information contained in the report will enrich the development of the system-wide strategy. The report, and the work that lies behind it, is an integral piece of our plan for public engagement around our five-year strategy. The strategy will be an aggregation of our nine Place plans, and it is essential that those plans meet the needs and requirements of their local communities. That is why Healthwatch work in each Place has been so important because it gives each Place a proper sense of what the priorities of local people are. I'm delighted that many of our Places are already incorporating their tailored reports into their thinking of their own plans."

Neil Skitt - Head of Communications, Cheshire and Merseyside Health and Care Partnership

Listening to people's experiences

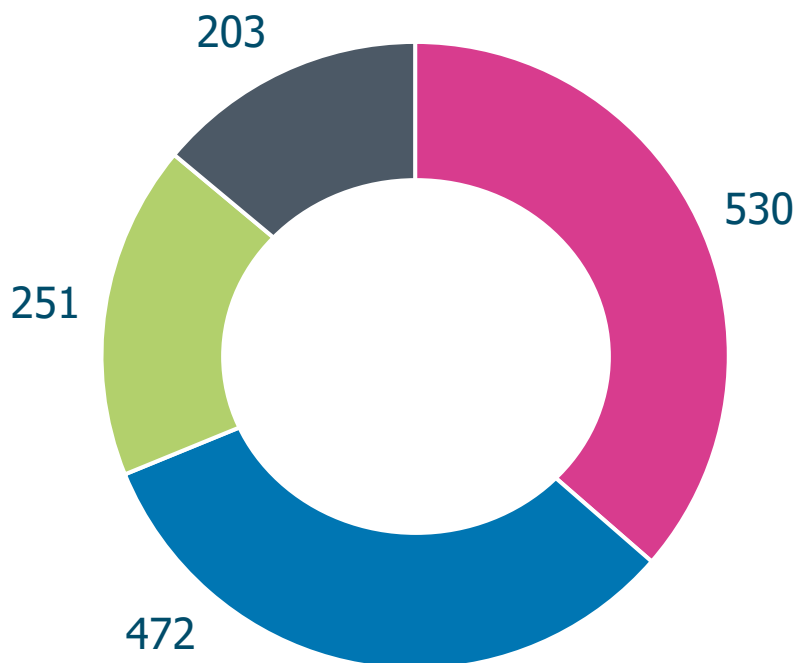


Healthwatch Cheshire East use a variety of methods to obtain the views and experiences of the diverse communities of Cheshire East. This includes in person, by telephone, via email, by Freepost comment cards, via our website and Feedback Centre or via Facebook and Twitter.

Healthwatch Cheshire East report on the feedback received in various ways:

- All Hospitals, GP Practices, and the Local Authority are sent the comments we have received from people relating to their service on a quarterly basis.
- We attend the Cheshire East Health and Wellbeing Board, and the NHS South Cheshire and Eastern Cheshire CCGs Quality and Performance Committees.
- Quarterly reports are submitted to the above committees, as well as to Cheshire East Council commissioners, outlining what people have told us about their health and care.

This year we received 1,400 comments from people about health and care services. Here are the top four themes that people talked about by number of comments:



- Treatment and care (i.e. effectiveness, experience)
- Access to services (i.e. waiting times, transport, information and advice, lack of services)
- Staff (i.e. attitudes, staffing levels)
- Administration (i.e. appointment availability, booking appointments)

Throughout the year Healthwatch Cheshire East attended 230 engagement events including 65 visits to libraries and 40 to GP Practices to hear about people's views and experiences

We attend events and participate in meetings of over 30 wide ranging and diverse groups in Cheshire East, including groups for elderly people, carers, and mental health issues, such as:

- Senior Forum, Crewe
- Royal Voluntary Service Luncheon Club, Alderley Edge
- Opal rural carers' group
- Stroke Survivors Groups in Bollington and Macclesfield
- Alzheimer's Groups in Bollington and Macclesfield
- Parkinson's UK in Bollington and Macclesfield
- Space4Autism, Macclesfield
- Dementia Café UK in Macclesfield, Nantwich and Sandbach
- Active Cheshire Mental Health Network
- Macmillan Unit, Leighton Hospital
- Action on Cancer
- Dance to Health.

Healthwatch Cheshire East engage and network with a diverse range of organisations, groups and forums, attending meetings. These include:

- Cheshire East Carers Hub
- Mid Cheshire Maternity Voices
- Falls Prevention
- Neighbourhood Partnership Meetings
- Pledge Meetings
- Wishing Well
- Vulnerable Learners' Group.



Healthwatch Cheshire East volunteers Bev and Amy at Crewe Pride, 29th June 2019

In focus: Cheshire East Pride

We attended all Pride events in Cheshire East, including Macclesfield, Crewe, Congleton and Nantwich, allowing us to obtain the views, concerns and compliments of almost 100 people from the LGBTQ+ community. Ahead of the virtual 2020 versions of Pride, we are analysing the trends from comments from last year, which include:

- the need for consistent and easy ways to find relevant information within GP Practices and their websites to support the trans community.
- the need to improve existing knowledge across the Clinical Commissioning Group of supporting the LGBTQ+ community around their specific health needs to increase confidence of people using services.

Case study: Making a difference to the care of dementia patients

In May we were contacted by a woman concerned about the care her father was receiving at a care home. He had dementia and had suffered several unwitnessed falls, despite the use of a chair with pressure monitors. Following these falls he had twice been sent to A&E without any carer and once there had been left on a trolley in a corridor where he became very disconcerted and confused. On one occasion he managed to entangle his legs in the side rails when attempting to get off the trolley on his own. On another, he became so agitated he began scratching himself, causing bleeding.

The daughter queried protocols around numbers of staff required to look after dementia patients; should a 90-year-old man with dementia be left alone in a strange environment? We advised her that there are no set protocols, but that each home has a dependency tool with which they will assess a resident's care requirements. The care home, like many others, did not have the staff available to send someone to accompany her father to hospital. His details were passed on to the Local Authority to enable a full assessment of his situation to be carried out.

With the daughter's permission, this case was then raised and discussed at the next A&E Delivery Board meeting with Senior staff of the local Health Trusts, Local Authority, Commissioners, and North West Ambulance staff. Each member resolved to examine and identify how their service could improve the patient's journey.

The results of this inquiry were far-reaching and Healthwatch were able to feedback to the daughter that the following recommendations had been made at the A&E Delivery Board:

- That staffing levels being suitable to allow accompanied conveyance is evaluated and considered for future commissioning of services;
- The Clinical Commissioning Group to link in with the care home in question to look at options to accompany patients, especially those on the dementia unit if they require hospital assessment;
- To look at staffing levels being suitable to allow accompanied conveyance;
- The case example be shared at the ICP Long Term Care Programme Board to inform the work on enhanced nursing home support;
- Ongoing work with NWAS regarding conveyances and seeking support from GP Out of Hours if required;
- Healthwatch have been asked to do a follow up audit into A&E in due course.



Signposting to support groups close to home

At a Stroke Survivors' group in Bollington, a woman who attended the group told us that she is a regular attendee but found it is a long way for her to travel. We were able to source information regarding similar groups that were within half the travel time. The woman fed back that she was making arrangements to go along to these groups as it is much easier for her and her husband.



Sharing our local knowledge

At Crewe Library Storytime our staff spoke to a mum with two young children who was new to the area. We had important conversations about local GP Practices, dentists, and playgroups. We also showed her the Live Well Cheshire East website which she found very useful and informative giving her far more understanding about the services that were on offer to her in the area.



Supporting care home residents during COVID-19

At the start of the COVID-19 pandemic the Healthwatch team lent their handheld engagement tablets to care homes within Cheshire. One of these care homes was Telford Court in Crewe. They were delighted to be able to use them and informed us that this has been invaluable to their residents to maintain contact with families and friends. It has been really important for the residents' wellbeing during lockdown.

Top: Congleton Community Wellbeing Fair, 1st October 2019

Middle: Macclesfield Hospital, 29th November 2019

Bottom: A resident of Telford Court Care home using a Healthwatch tablet to connect with their family [picture courtesy of Telford Court Care Home who have doctored the image to anonymise]



Contact us to get the information you need

If you have a query about a health or care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchcheshireeast.org.uk

Telephone: 0300 323 0006

Email: info@healthwatchcheshire.org.uk

Volunteers



At Healthwatch Cheshire East we are supported by 40 volunteers who help us find out what people think is working, and what people would like to improve, with services in their communities. This year our volunteers:

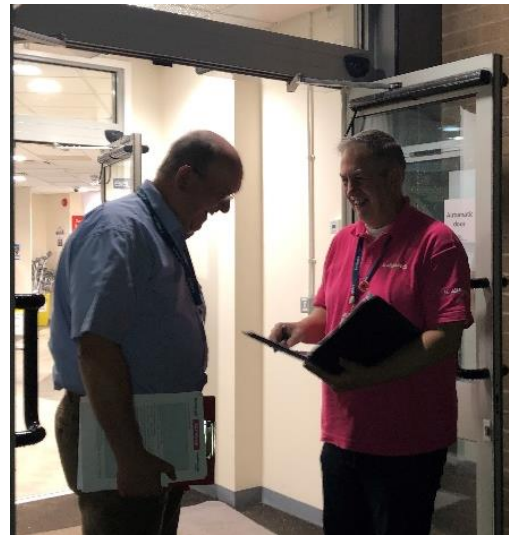
- Listened to people's experiences to help establish our priorities by engaging with the local community, with health and care services, and attending workshops on subjects such as the NHS Long Term Plan, Report Writing, and Cheshire East Partnership Five Year Plan.
- Carried out 25 of our 42 Enter and View visits to GP Practices, Hospitals, and Care Homes to find out what it is like from the patient or resident's perspective and writing subsequent reports.
- Assisted our day-to-day running in a number of ways such as in administration, and taking part in the recruitment of new Community Engagement and Project Officers.

Healthwatch Cheshire East volunteers help to improve health and care in Cheshire East

Our volunteers are crucial to the work we do, helping us to access and collate the experiences and opinions of many more people across Cheshire.

Some of the highlights from our volunteers' year include:

- **NHS Long Term Plan** – Healthwatch Cheshire led the coordination of the nine local Healthwatch across Cheshire and Merseyside in gaining the public's views on the NHS Long Term Plan in summer 2019. This required volunteers to take part in workshops and engagement events, helping to obtain 270 responses from people in Cheshire East. The finished report was valued by the Cheshire and Merseyside Health and Care Partnership as feeding in to the development of the next stage of the Plan. To view the full report, visit www.healthwatchcheshireeast.org.uk/what-we-do/healthwatch-cheshire-east-nhs-long-term-plan-public-views-report



Healthwatch Cheshire East volunteer and Volunteer Coordinator at Macclesfield Hospital during A&E Watch, 13th January 2020

- **A&E Watch** – In January 2020, 16 volunteers took part in visits to the three A&E departments in Cheshire, enabling us to engage with over 170 people during the course of one day, from 9.30am to 9pm. People's experiences of A&E were then formulated into a report which was shared with the Hospital Trusts and published on our website: www.healthwatchcheshireeast.org.uk/what-we-do/our-reports



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with Healthwatch Cheshire East.

Website: www.healthwatchcheshireeast.org.uk/get-involved/volunteering

Telephone: 0300 323 0006

Email: info@healthwatchcheshire.org.uk



NHS Cheshire CCG Associate Director of Communications and Corporate Development, Jonathan Taylor, addressing Healthwatch Cheshire East staff and volunteers at the Team Event, 9th March 2020

- Cheshire East Partnership Five-Year Plan** – Healthwatch Cheshire East published a report on people's views of the Cheshire East Partnership Five-Year Plan in October 2019. Volunteers helped to promote the survey online, talking to people at engagement events across Cheshire East including at markets and libraries, and also provided feedback on the Plan themselves in a focus group which was submitted to Health and Local Authority partners. You can read the report on our website: www.healthwatchcheshireeast.org.uk/what-we-do/peoples-views-on-the-cheshire-east-partnership-five-year-plan-report
- Mental Health Training** – Healthwatch Cheshire has a constant programme of training and support to offer our volunteers. This year, one of the most successful sessions was on Mental Health Awareness as a precursor to becoming a Mental Health First Aider. Over 20 volunteers took part in a full day of training provided by an outside organisation. This session increased understanding of Mental Health issues, equipping them with the knowledge and skills they need to engage with people more effectively.
- M.U.S.T (Malnutrition Universal Screening Tool) Care Pathway Training** - This training identifies adults, who are malnourished, at risk of malnutrition, or obese. It provides guidelines that can be used to develop a care plan for use in hospitals, community and other care settings. This training enables volunteers and staff to observe the nutritional value of care home meals during Enter and View visits.
- Healthwatch Cheshire Team Event** – In March, we organised a whole team event of over 40 staff and volunteers. A training session was conducted on how to hold effective conversations to gain feedback from people that can be used by health and care services to review their delivery. The volunteers also received an update from NHS Cheshire CCG Associate Director of Communications and Corporate Development on the merger of the four Cheshire CCGs who viewed updating our staff and volunteers as vital in communicating the merger to the public.
- Volunteer Satisfaction Survey** – In March we opened our survey asking volunteers about their experience with Healthwatch Cheshire East, what they enjoy and what they feel could be improved. The results of this will be analysed and will be fed back in June, with the acknowledgment that future ways of working may be impacted by the Coronavirus pandemic.

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear from them what they get up to.



Graeme

"Volunteering for Healthwatch was suggested by a friend when discussing retirement over two years ago. The care world was new to me and I've learned so much from the patients, carers, and the Healthwatch Cheshire volunteers and staff. The work is varied, interesting and allows me to maintain some of the skills I used at work."



Kabale

"There are no set hours a week or per month to volunteer, and for me that was very appealing with a busy home life and family. I choose when I volunteer to fit around my life. There are many opportunities to attend a variety of training from Nutrition to Mental Health. The engagements provide a great opportunity to improve communication, listening and presentation skills. The Volunteer Coordinator is friendly, enthusiastic and always willing to help the volunteers achieve their aims."



Ezgi

"It is great that I am able to volunteer when I am able, the Volunteer Coordinator is aware of my university demands and assists in trying to provide opportunities for me outside of that. I am an overseas student, so working with Healthwatch Cheshire has increased my knowledge of the area and the people. It has introduced me to many things in the area of health and care, I have learnt about hospitals, care homes, GP Practices. I have been involved in recruitment drives working at University events which has increased my circle of friends. I have been involved in projects that have seen a public report produced having impact on local services and I have been involved as a team member attending regular training events which is very important to me. I have carried out Enter and View visits which requires working as a team going into health and care environments looking at what it is like to use the service from a patient or resident perspective. I get to talk to staff and the patients or residents then produce a report which goes to Local Authorities, and local NHS. Healthwatch Cheshire has made a real positive impact on me because I am able to make changes to help people."



Bev and Amy completing their Enter and View training

Bev and Amy

"When we began to volunteer for Healthwatch we were originally volunteering at the Winsford Work Zone. It was here that we first met Jackie, a Community Engagement and Project Officer from Healthwatch Cheshire. When we were asked if we would like to volunteer, we jumped at the chance as it sounded so interesting. We began by carrying out engagement sessions within the community. Amy and I have always liked engaging with people and began to really enjoy talking to people again. We now do an engagement stand in Winsford on a regular basis once a month.

We collect views all over Cheshire and if we cannot get transport the Healthwatch team or Volunteer Coordinator will assist to ensure we can be involved, which is good as we can do more with Healthwatch.

We have done courses and training that help us in working with Healthwatch. We have conducted Enter and View visits, this allows us to enter care homes and hospitals as well as GP Practices to assess their services, and write reports and make recommendations on things that need improving. It was through Healthwatch Cheshire that we have become involved with Pride and we have attended a

number of these events across Cheshire. It is very colourful and great fun. We found A&E Watch really enjoyable; staff and volunteers really help each other out at these sorts of events. We have carried out a refresher course on safeguarding as we had previously received training. This was very rewarding and interesting.

We have completed Patient-Led Assessments of the Care Environment (PLACE) training, which was provided by the training teams at individual hospitals in our area. This enabled us to enter wards in hospitals and assess what could be improved. The Volunteer Coordinator is always in touch to see how we are and to offer training courses, such as safeguarding and blood pressure readings. The latest training Amy and I took part in was around Mental Health. This was a day course and was eye-opening to me and really increased my understanding. There is so much more we can learn and look forward to our next steps at Healthwatch.

The staff at Healthwatch are lovely, friendly and welcoming people who are always willing to help you in any way they can. If you are looking for an enjoyable place to volunteer, I would definitely recommend Healthwatch. No two days are the same and you are always meeting new people."

Casey

"Why do I do it? I have been asked this question so many times around why I volunteer with Healthwatch Cheshire. The truth is I took part in a college workshop looking at the NHS Long Term Plan hosted by some of the Healthwatch Cheshire team in Crewe. Their energy and their way of being involved in the community really impressed me and I wanted to know more about what I could do if I volunteered for them. As a college student I needed to gain more experience in health and care and I felt that volunteering for Healthwatch Cheshire could give me the most experience in the sector.

I contacted the Volunteer Coordinator David; he came to the college and explained thoroughly what I could do and be involved in. A couple of weeks later I took part in the Enter and View training as this intrigued me, I had my DBS done and received the training and support that helped so much. I then went on two shadow visits with experienced representatives and really got to see what to do and how to fill in reports. I really enjoyed looking into the standards of care, being able to meet and speak with the ward managers/care home managers and the staff, family and residents. Listening to them and their stories was amazing, listening to their views, especially on their concerns or compliments on the service being provided and then making sure that the management were aware of these. I also produced reports that were documented on the visits I had undertaken and then they would be sent to the providers and commissioners.



Casey (centre, third from left) at Chester Pride, 22nd September 2019

I have taken every opportunity to gain more experience whilst being a volunteer with Healthwatch Cheshire, including working in the main office gaining administration skills, safeguarding training, mental health training and I have also just completed an e-learning module on suicide awareness. All of this is something that I would never have got to experience without the support from Healthwatch Cheshire. The team are very supportive and helpful and I cannot give them enough thanks for everything they have helped me to accomplish. I could mention so much more like around the community engagement, experiencing my first Pride event, PLACE and being part of a team.

I love volunteering but most of all being able to help communities and strive for the best that services can be."



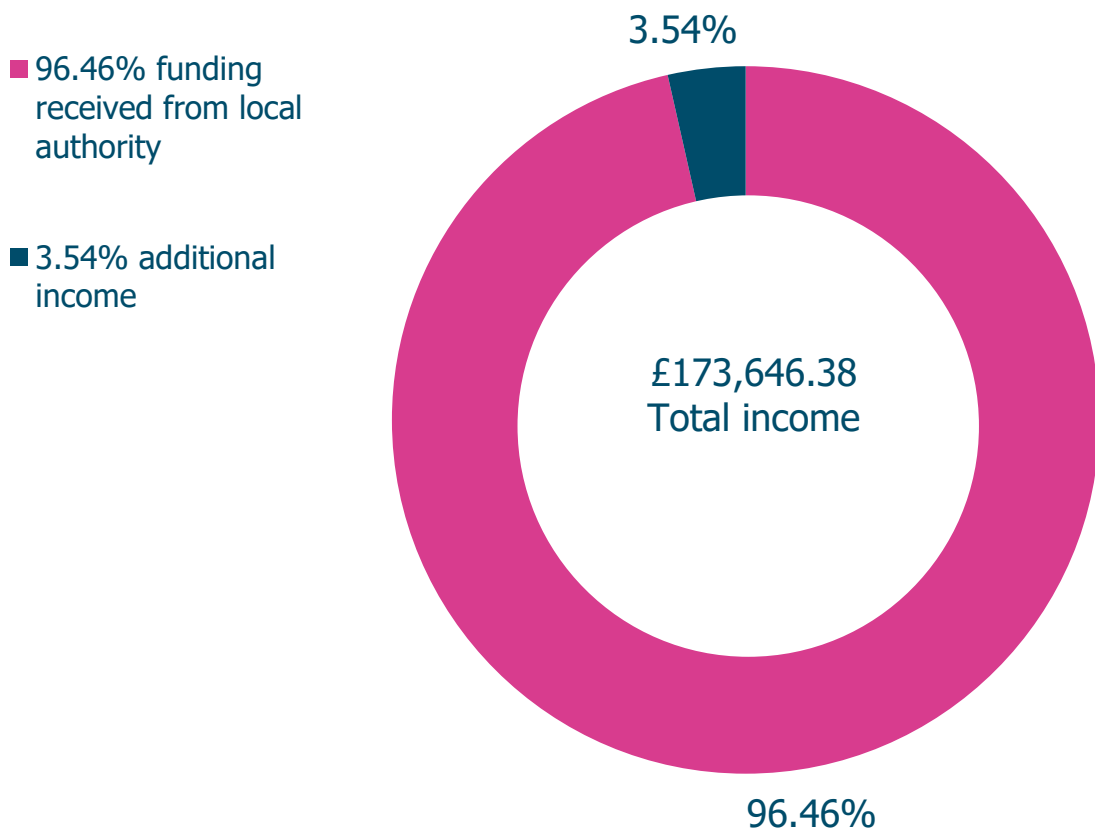
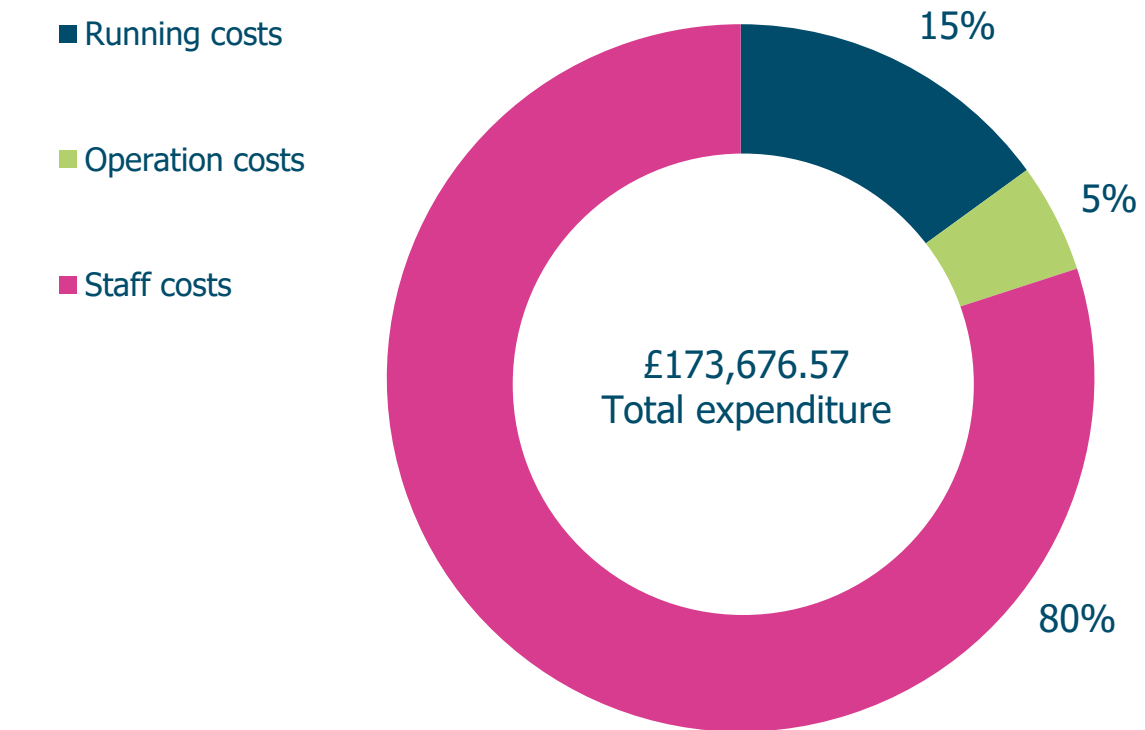
You can watch Casey talk about why she loves volunteering for Healthwatch Cheshire East, along with some of our other volunteers, on our website:

www.healthwatchcheshireeast.org.uk/get-involved/volunteering/meet-our-volunteers

Finances



We are funded by our Local Authority under the Health and Social Care Act (2012). In 2019-20 we spent £173,676.57.



Looking ahead

Healthwatch Cheshire East is undertaking an independent survey to ask people about their health and wellbeing during the Coronavirus (COVID-19) pandemic. What people tell us about their views and experiences will inform our work during 2020-21.

We will continue to work in partnership at a strategic and local level to help inform the development of health and care services. A keen focus will be given to the work of the developing Care Communities, ensuring the voice of local residents is at the heart of decision making.

We will be developing new ways of engaging with the public, and our staff and volunteer team look forward to working closely with health and care partners to share best approaches.

Tell us about your Health and Wellbeing during Coronavirus (COVID-19)

Local NHS and care services in Cheshire are doing everything they can to keep us well during this crisis.

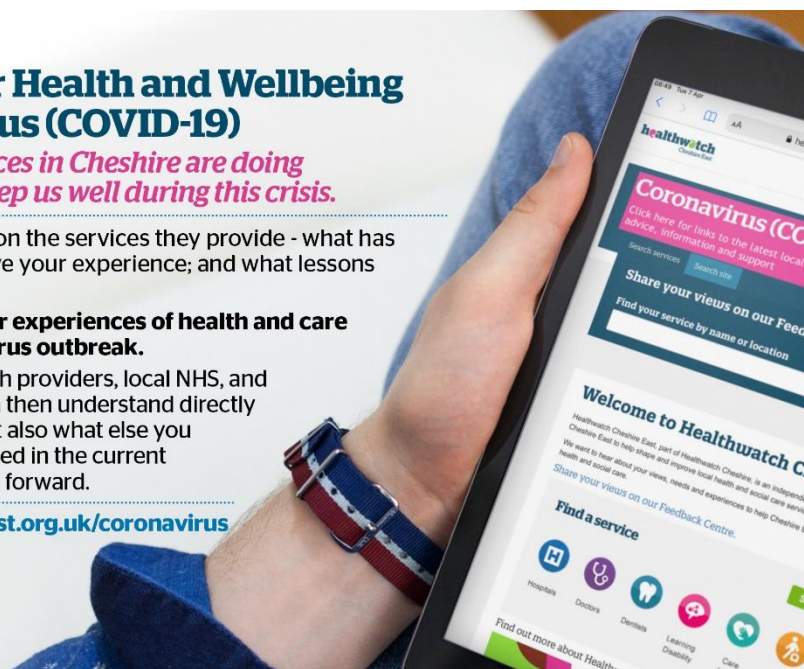
They still value your feedback on the services they provide - what has been good; what would improve your experience; and what lessons can be learned.

Take our short survey on your experiences of health and care services during the Coronavirus outbreak.

We will share your feedback with providers, local NHS, and Cheshire East Council. They can then understand directly from you what is going well, but also what else you need and what could be improved in the current circumstances, and as we move forward.

www.healthwatchcheshireeast.org.uk/coronavirus

healthwatch
Cheshire East



Take the Healthwatch Cheshire East Coronavirus survey at

<https://www.surveymonkey.co.uk/r/M3RXMKN>

Thank you

Thank you to everyone that is helping us put people at the heart of care, including:

- Members of the public who shared their views and experience with us.
- Groups and organisations in whose events we have participated.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.
- Local NHS and Local Authority partners.





Healthwatch Cheshire CIC
Sension House
Denton Drive
Northwich
CW9 7LU

www.healthwatchcheshireeast.org.uk

t: 0300 323 0006

e: info@healthwatchcheshire.org.uk

 [@HealthwatchCE](https://twitter.com/HealthwatchCE)

 Facebook.com/HealthwatchCE

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Registered Company Number: 7791174

© Copyright Healthwatch Cheshire East 2020



FORWARD PLAN FOR THE PERIOD ENDING 31ST DECEMBER 2020

This Plan sets out the key decisions which the Executive expects to take over the period indicated above. The Plan is rolled forward every month. A key decision is defined in the Council's Constitution as:

“an executive decision which is likely –

- (a) to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising one or more wards or electoral divisions in the area of the local authority.

For the purpose of the above, savings or expenditure are “significant” if they are equal to or greater than £1M.”

Reports relevant to key decisions, and any listed background documents, may be viewed at any of the Council's Offices/Information Centres 5 days before the decision is to be made. Copies of, or extracts from, these documents may be obtained on the payment of a reasonable fee from the following address:

Democratic Services Team
Cheshire East Council
c/o Westfields, Middlewich Road, Sandbach Cheshire CW11 1HZ
Telephone: 01270 686472

However, it is not possible to make available for viewing or to supply copies of reports or documents the publication of which is restricted due to confidentiality of the information contained.

A record of each key decision is published within 6 days of it having been made. This is open for public inspection on the Council's Website, at Council Information Centres and at Council Offices.

This Forward Plan also provides notice that the Cabinet, or a Portfolio Holder, may decide to take a decision in private, that is, with the public and press excluded from the meeting. In accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, 28 clear days' notice must be given of any decision to be taken in private by the Cabinet or a Portfolio Holder, with provision for the public to make representations as to why the decision should be taken in public. In such cases, Members of the Council and the public may make representations in writing to the Democratic Services Team Manager using the contact details below. A further notice of intention to hold the meeting in private must then be published 5 clear days before the

meeting, setting out any representations received about why the meeting should be held in public, together with a response from the Leader and the Cabinet.

The list of decisions in this Forward Plan indicates whether a decision is to be taken in private, with the reason category for the decision being taken in private being drawn from the list overleaf:

1. Information relating to an individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including to authority holding that information)
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under the authority
5. Information in respect of which a claim to legal and professional privilege could be maintained in legal proceedings
6. Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

If you would like to make representations about any decision to be conducted in private at a meeting, please email:

Paul Mountford, Executive Democratic Services Officer
paul.mountford@cheshireeast.gov.uk

Such representations must be received at least 10 clear working days before the date of the Cabinet or Portfolio Holder meeting concerned.

Where it has not been possible to meet the 28 clear day rule for publication of notice of a key decision or intention to meet in private, the relevant notices will be published as soon as possible in accordance with the requirements of the Constitution.

The law and the Council's Constitution provide for urgent key decisions to be made. Any decision made in this way will be published in the same way.

Forward Plan

Key Decision and Private Non-Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 18/19-60 The Minerals and Waste Development Plan	To seek approval to consult on the first draft of the Minerals and Waste Development Plan.	Portfolio Holder for Planning	September 2020		David Malcolm	N/A
CE 19/20-55 Houses in Multiple Occupation Supplementary Planning Document	To seek approval to consult on the first draft supplementary planning document for houses in multiple occupation.	Portfolio Holder for Planning	September 2020		Jeremy Owens	

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 19/20-31 Proposed Expansion of Wilmslow High School	Subject to the School Organisation Sub-Committee approving the proposed expansion of Wilmslow High School at a meeting to be held on 6 th April 2020, Cabinet will be asked to authorise the Executive Director People to enter into a construction contract to facilitate the provision of additional places at Wilmslow High School.	Cabinet	8 Sep 2020		Val Simons	N/A
CE 19/20-52 Regional Adoption Agency Integrated Services Agreement	To approve that the Council enter into an integrated service agreement and associated support agreement with its partners.	Cabinet	8 Sep 2020			N/A
CE 19/20-57 Draft Brooks Lane (Middlewich) Masterplan SPD	To seek approval to adopt the Brooks Lane (Middlewich) Masterplan SPD following consultation in January to March 2020.	Cabinet	8 Sep 2020		Jeremy Owens	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 20/21-1 Digital Cheshire	To continue and extend the Connecting Cheshire rollout of broadband technologies and digital business support via Digital 2020 and a £6.3m programme (to be known as 'Digital Cheshire'), by approving that the Council enter into an ERDF grant agreement with MHCLG to accept approximately £3m of grant funding; delegating authority to enter into a contract with a supplier for main delivery (over £1m); and authorising officers to take all necessary actions to implement the new programme.	Cabinet	8 Sep 2020		Peter Skates	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 20/21- 4 Microsoft Licence Agreements	Authorise officers to take all necessary actions to implement the proposal to consolidate all current Microsoft licenses into one overarching agreement to secure license discounts for the organisation.	Cabinet	8 Sep 2020		Gareth Pawlett, ICT Manager	
CE 20/21-7 Financial Update (Covid-19)	To note the financial effects of the Covid-19 pandemic on the Council, as regards additional expenditure and loss of income, and to consider the potential options for managing residual financial implications within the Council's Medium Term Financial Strategy. A similar report may be presented to each following Cabinet meeting up to and including 4 th May 2021.	Cabinet	8 Sep 2020		Alex Thompson, Director of Financial and Customer Services	N/A
CE 19/20-21 Site Allocations and Development Policies Document	To decide the next steps in progressing the Site Allocations and Development Policies Document to public examination.	Cabinet	6 Oct 2020		Jeremy Owens	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 19/20-58 Flood and Water Management Act 2010 Section 19 Flood Investigation - Poynton 2019	To authorise officers to take all necessary actions to implement the findings, actions and recommendations of the formal Flood Investigation Report.	Cabinet	6 Oct 2020			N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 19/20-59 Youth Zone Partnership for Crewe	To authorise officers, in consultation with the Cabinet Member for Children and Families, to take forward the establishment of a formal Partnership with the National Charity Onside to develop a Youth Zone for young people based in Crewe. The Council will make an agreed capital contribution to the Partnership and Council land /buildings will be earmarked, developed and leased to the Partnership to provide the Youth Zone facilities.	Cabinet	6 Oct 2020		Alison Stathers-Tracey, Director of Early Help and Prevention	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 20/21-5 Tenancy Strategy 2020	To seek approval to consult on the draft Tenancy Strategy for a period of 12 weeks; and to delegate authority to the Director of Growth and Enterprise in consultation with the Portfolio Holder for Environment and Regeneration to consider the results of the consultation and to approve the final version of the strategy.	Cabinet	6 Oct 2020		Karen Carsberg, Strategic Housing and Intelligence Manager	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 20/21-10 Social Value Policy	The review and refresh of the Council's Social Value Policy. The new policy will be underpinned by a new set of supportive resources to facilitate the implementation of the policy and the delivery of effective social value and corporate social responsibility.	Cabinet	6 Oct 2020		Shelley Brough	N/A
CE 20/21-12 Case Management Procurement	To seek approval to enter into a contract for an Adults and Children's Case Management ICT System at an estimated cost of £1.2m over a 4-year contract.	Cabinet	6 Oct 2020			N/A
CE 19/20-42 Congleton Leisure Centre Redevelopment Project	To seek authority to enter into the construction contract with Rock Merchanting (T/A Pulse Fitness) for the redevelopment of Congleton Leisure Centre.	Portfolio Holder for Communities	October 2020		Paul Bayley	Fully exempt - para 3

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 19/20-53 - Future High Streets Fund Grant Support for Crewe Town Centre Regeneration	To determine whether to accept a government grant to support a range of measures to support the regeneration of Crewe town centre; to approve a supplementary capital estimate to facilitate expenditure utilising this grant; and to authorise officers to take all necessary actions to implement the proposal.	Cabinet	10 Nov 2020		Jez Goodman	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 20/21-6 Development of a Gypsy and Traveller Transit Site	To approve the progression of the project, subject to planning approval, to enable the scheme to be developed in line with the capital budget outlined within the report; and to authorise the Executive Director of Place, in consultation with the Portfolio Holder for Environment and Regeneration and the Portfolio Holder for Communities, to enter into a construction contract with the preferred bidder and make related decisions to deliver the Cledford Hall project.	Cabinet	10 Nov 2020		Karen Carsberg, Strategic Housing and Intelligence Manager	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 20/21-3 Flowerpot Junction Improvement Scheme	To approve procurement of works to improve Flowerpot Junction, utilising the NPIF allocation from DfT and local funding contributions from s106 contributions and council match funding. Authorise the preparation and making of a CPO relating to land required for the junction improvements where this cannot be acquired through negotiation, and delegate authority to the Director of Infrastructure and Highways, in consultation with the Portfolio Holder for Strategic Transport to finalise the scheme details and enter into an agreement with the Council's appointed Highways Term Services to deliver the scheme.	Cabinet	10 Nov 2020			N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 20/21-9 Household Waste Recycling Centre New Contract Service Provision	The household waste recycling centre contract is due for renewal in 2023 and the open procurement process will start in 2021. The report will present a review of the current contract and options available for how the service could be run in the future.	Cabinet	10 Nov 2020		Ralph Kemp, Corporate Manager for Commissioning	N/A
CE 20/21-11 Procurement of Facilities Management Service and the Council's Energy Supply	To approve the re-procurement of facilities management services, to include maintenance, statutory compliance and energy supply management and to authorise officers to take all necessary actions to implement the proposal.	Cabinet	1 Dec 2020		Denise Griffiths	N/A
CE 19/20-49 Council Tax Base 2021-22	For Cabinet to consider the Council Tax Base for Cheshire East and identify any changes to the calculation of the tax base for 2021-22 with a view to recommending the amount calculated to Council.	Council	16 Dec 2020		Paul Manning	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 20/21-8 Carbon Action Plan Key Decisions	To authorise Officers to take all necessary actions relating to land allocation and procurements for initial projects contributing to sustainable energy generation and green sequestration.	Cabinet	2 Feb 2021		Ralph Kemp, Corporate Manager for Commissioning	N/A
CE 19/20-50 Medium Term Financial Strategy 2021-25	To approve the Medium Term Financial Strategy 2021-25 incorporating the Council's priorities, budget, policy proposals and capital programme. The report will include the capital, treasury management, investment and reserves strategies.	Council	17 Feb 2021			N/A

This page is intentionally left blank



Working for a brighter future together

Version
Number: 1

Key Decision N

Date First
Published: N/A

Health and Adult Social Care and Communities Overview and Scrutiny Committee

Date of Meeting: 10 September 2020

Report Title: Work Programme

Senior Officer: Mark Palethorpe, Executive Director of People

1. Report Summary

- 1.1. To review items in the work programme listed in the schedule attached, together with any other items suggested by committee members.

2. Recommendation

- 2.1. To approve the work programme, subject to the agreement to add new items or delete items that no longer require any scrutiny activity.

3. Reason for Recommendation

- 3.1. It is good practice to regularly review the work programme and update it as required.

4. Background

- 4.1. The committee has responsibility for updating and approving its own work programme. Scrutiny liaison meetings – held between the Chairman and Vice-Chairman of the committee, alongside the portfolio holders and key senior officers – ensure that there is continued awareness and discussion of upcoming policies, strategies and decisions within the committee's remit area.

5. Determining Which Items Should be Added to the Work Programme

- 5.1. When selecting potential topics, members should have regard to the Council's three year plan and to the criteria listed below, which should be considered to determine whether scrutiny activity is appropriate.

5.2. The following questions should be considered by the committee when determining whether to add new work programme items, or delete existing items:

- Does the issue fall within a corporate priority?
- Is the issue of key interest to the public?
- Does the matter relate to a poor or declining performing service for which there is no obvious explanation?
- Is there a pattern of budgetary overspends or underspends?
- Is it a matter raised by external audit management letters and or audit reports?
- Is there a high level of dissatisfaction with the service?

5.3. The committee should not add any items to its work programme (and should delete any existing items) that fall under any one of the following:

- The topic is already being addressed elsewhere by another body (i.e. this committee would be duplicating work)
- The matter is sub-judice
- Scrutiny would not add value to the matter
- The committee is unlikely to be able to conclude an investigation within a specified or required timescale

6. Implications of the Recommendations

6.1. There are no implications to legal or financial matters, equality, human resources, risk management, or for rural communities, children and young people or public health.

7. Ward Members Affected

7.1. All.

8. Access to Information

8.1. The background papers can be inspected by contacting the report author.

9. Contact Information

9.1. Any questions relating to this report should be directed to the following officer:

Name: Joel Hammond-Gant

Job Title: Scrutiny Officer

Email: joel.hammond-gant@cheshireeast.gov.uk

This page is intentionally left blank

10.09.20	08.10.20	05.11.20	03.12.20	14.01.21	04.02.21	04.03.21	15.04.21	06.05.21
10.00am	10.00am	10.00am	10.00am	10.00am	10.00am	10.00am	10.00am	10.00am
Ordinary business meeting	Ordinary business meeting	Ordinary business meeting	Ordinary business meeting	Ordinary business meeting	Ordinary business meeting	Ordinary business meeting	Ordinary business meeting	Ordinary business meeting
Microsoft Teams Meeting	Committee Suite, Westfields	Committee Suite, Westfields	Committee Suite, Westfields	Committee Suite, Westfields	Committee Suite, Westfields	Committee Suite, Westfields	Committee Suite, Westfields	Committee Suite, Westfields

<u>Item</u>	<u>Purpose</u>	<u>Lead Officer</u>	<u>Portfolios</u>	<u>Suggested by</u>	<u>Scrutiny role</u>	<u>Corporate priorities</u>	<u>Date</u>
Sustainability of Health Services in Cheshire East	Following the meeting in March 2020, the committee decided to request quarterly updates from NHS Trusts on the sustainability / fragility of services. Should issues arise in between these, updates will be brought to committee as and when required.	East Cheshire NHS Trust / Mid Cheshire NHS Trust / CWP / Cheshire CCGs	Adult Social Care and Health	Committee	Quarterly monitoring of service sustainability	Our local communities are strong and supportive People live well and for longer	10.09.20 (originally set for June)

Update from Cheshire Healthwatch	To receive both the annual report of Cheshire Healthwatch, as well as an update regarding its work during the Covid-19 pandemic response.	Chief Executive, Cheshire Healthwatch	Adult Social Care and Health	Committee	Performance monitoring	Our local communities are strong and supportive People live well and for longer	10.09.20
Provision of Specialist Orthodontic and Oral Surgery Services in Cheshire East	To consider a further update on the plans to develop a new model of care for specialist orthodontic and oral surgery services.	NHS England / NHS Improvement	Adult Social Care and Health	Committee	Monitoring development of new model of care	People live well and for longer	Sept / Oct - TBD
Cheshire East Winter Plan	To consider a retrospective report on the performance from the 2019/20 winter period, with consideration to the lessons learned and the planned work for the upcoming 2020/21 winter.	Executive Director of People	Adult Social Care and Health Public Health and Corporate Services	Committee	Performance monitoring Strategy development	People live well and for longer	08.10.20 – moved back from Sept.

Social Value Policy	To consider the council's Social Value Policy.	Executive Director of People	Adult Social Care and Health	Chairman	Pre-decision scrutiny	Our local communities are strong and supportive People live well and for longer	08.10.20 – moved back from Sept.
Outbreak Plan	To consider a report on the council's preparatory plans in the case of another major disease outbreak or pandemic.	Director of Public Health	Adult Social Care and Health Corporate Services and Public Health	Chairman	Performance monitoring Strategy development	People live well and for longer	08.10.20
Overview of Adult Safeguarding in Cheshire East	To consider an update from Local Safeguarding Adults Board and Cheshire Police on the breadth and performance of adult safeguarding work in Cheshire East.	Local Safeguarding Adults Board / Cheshire Police	Adult Social Care and Health	Councillor Denis Murphy / Committee	Performance monitoring	Our local communities are strong and supportive People live well and for longer	08.10.20

Local Safeguarding Adults Board – Annual Report 2019/20	To receive the annual report of the Local Safeguarding Adults Board.	Independent Chair, LSAB	Adult Social Care and Health	Committee	Performance monitoring	Our local communities are strong and supportive People live well and for longer	08.10.20
We're Still Here (Gypsy and Traveller Welfare)	To consider the report from Irish Community Care, produced alongside members of the gypsy and traveller communities in the Cheshire and Warrington footprint.	Executive Director People / CWaC / Irish Community Care	Adult Social Care and Health Communities	Committee	Consider this up to date information and data and decide how to further deal with the matter, if at all.	Our local communities are strong and supportive People live well and for longer	08.10.20
East Cheshire NHS Trust Quality Accounts 2019-20	To consider the Quality Account for East Cheshire NHS Trust from 2019-20	NHS East Cheshire Trust	Adult Social Care and Health	Committee	Performance monitoring	People live well and for longer	05.11.20
Cheshire and Wirral Partnership NHS Foundation Trust Quality Accounts 2019-20	To consider the Quality Account for Cheshire and Wirral Partnership NHS Foundation Trust from 2019-20	Cheshire and Wirral Partnership NHS Foundation Trust	Adult Social Care and Health	Committee	Performance monitoring	People live well and for longer	05.11.20

Mid-Cheshire NHS Trust Quality Accounts 2019-20	To consider the Quality Account for Mid-Cheshire NHS Trust from 2019-20	Mid-Cheshire NHS Trust	Adult Social Care and Health	Committee	Performance monitoring	People live well and for longer	05.11.20
Everybody Sport and Recreation – Annual Report 2019-20	To receive the annual report of Everybody Sport and Recreation.	Chief Executive, ESAR	Communities	Committee	Performance monitoring	People live well and for longer	05.11.20
Recommissioning of Integrated Lifestyle Services	A performance update on the new commission approximately 6 months after it has been in place	Director of Commissioning	Adult Social Care and Health	Committee (2018/19)	Performance monitoring	Our local communities are strong and supportive People live well and for longer	05.11.20 (moved back from July)
Cheshire and Wirral Partnership NHS Foundation Trust – Quality Accounts 2020/21	To consider the 2020/21 Quality Account and provide feedback to be included in the final version of the accounts.	CWP	Adult Social Care and Health	CWP	Performance monitoring	People live well and for longer	06.05.21
East Cheshire NHS Trust – Quality Accounts 2020/21	To consider the 2020/21 Quality Account and provide feedback to be included in the final version of the accounts.	East Cheshire NHS Trust	Adult Social Care and Health	East Cheshire NHS Trust	Performance monitoring	People live well and for longer	06.05.21
Mid Cheshire NHS Trust – Quality Accounts 2020/21	To consider the 2020/21 Quality Account and provide feedback to be included in the final version of the accounts.	Mid Cheshire NHS Trust	Adult Social Care and Health	Mid Cheshire NHS Trust	Performance monitoring	People live well and for longer	06.05.21

Review of Autism Screening at Cheshire's Custody Suites	To consider a report from the Cheshire and Wirral Partnership (CWP) on autism screening at Cheshire's custody suites, following a campaign to identify suspects with, or suspected of having, a condition on the Autistic Spectrum.	CWP	Adult Social Care and Health	Committee (following CWP Quality Account 2016/17)	Performance monitoring	People live well and for longer	To be included on the agenda when the necessary information is available to provide an update.
Update on the Re-design of Adults and Older People's Mental Health Services in Cheshire East	Following the previous update in February 2020, to consider the progress made to date by health partners to establish the new, redesigned service provision for adults and older people's mental health services in Cheshire East, as well as performance against key targets and objectives.	NHS Eastern Cheshire CCG / CWP / CEC	Adult Social Care and Health	Committee	Performance monitoring	People live well and for longer	TBD
Director of Public Health Annual Report 2019/20	To receive the annual report of the Director of Public Health	Acting Director of Public Health	Adult Social Care and Health Public Health and Corporate Services	Committee	Performance monitoring	People live well and for longer	TBD

Syrian Vulnerable Person Resettlement Programme	To consider an update on the Syrian Vulnerable Person Resettlement Programme	Executive Director People		Chairman	Reviewing progress of programme	People live well and for longer	TBD

Future potential items:

- Update on Care Communities (performance and value for money)
- Review of council enforcement activities
- Performance against upcoming contract for Congleton Leisure Centre
- Safe and Well Initiative – Cheshire Fire and Rescue
- Locations of vulnerable housing and crisis beds in the borough

This page is intentionally left blank