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Number:

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Published: >

Health and Adult Social Care and Communities Overview and Scrutiny Committee

Date of Meeting: 5 March 2020

Report Title: Overview of the Integrated Substance Misuse Service

Portfolio Holder: Councillor Jill Rhodes - Public Health and Corporate Services

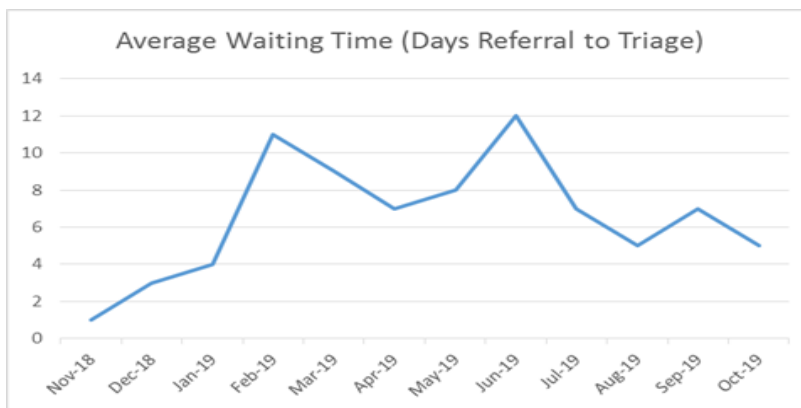
Senior Officer: Mark Palethorpe - Executive Director of People

1. Report Summary

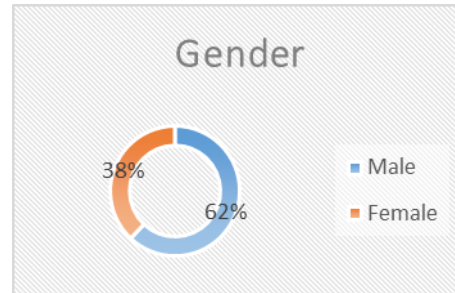
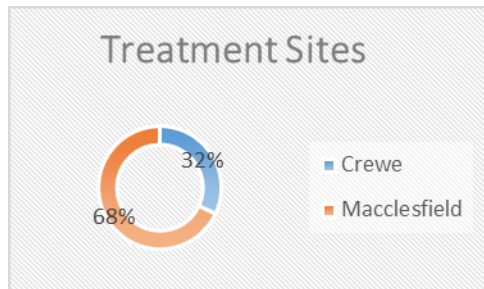
- 1.1. Change Grow Live (CGL) has successfully mobilised a new Integrated Substance Misuse Service that takes a whole family community approach. The Service went live on November 1st 2018. All service users from the previous provider successfully transferred their packages of support to the team at CGL. CGL has been able to offer a service that has many of the features of the past service – such as prescribing and health checks - but also delivers a whole range of new recovery opportunities. For example: Greater focus on Prevention, Community Connections through Emerging Horizons Recovery Coaches, Dedicated Aftercare and Abstinence Team and a one-stop shop to support service users in their recovery.
- 1.2. CGL during Year One of the contract has supported 643 adults in structured treatments and 170 adults in non structured treatments. CGL has supported 60 young people in structured treatments and 114 in non-structured treatments. Overall 5980 adult keyworker appointments have been attended and 618 young people key worker appointments in year one. These appointments have been delivered in a number of ways and venues across Cheshire East to meet individual needs of residents.
- 1.3. CGL has two main offices in Macclesfield and Crewe: Bradshaw House in Macclesfield and Delemere Street in Crewe. Services are also delivered at a number of other venues including Connected Community Centres, GP

surgeries, Hospitals, Family centres and Education settings. CGL is currently working with commissioners, service users and the community's team to develop services where substance misuse is a priority or access to services is a barrier <https://www.cheshireeast.gov.uk/livewell/health-matters/health-conditions/drug-and-substance-misuse/drug-and-substance-misuse.aspx>

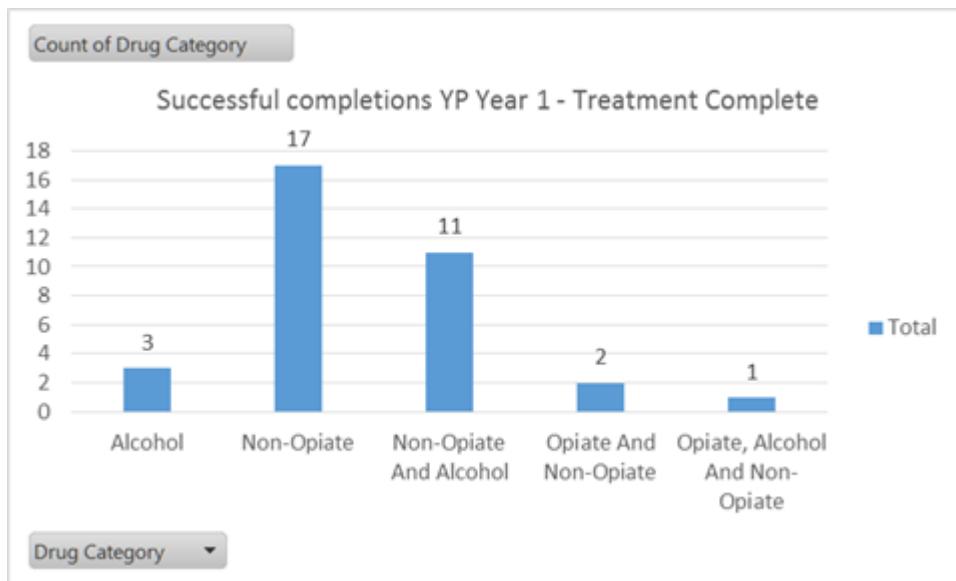
- 1.4. In Year One 56% of service users are registered in the North area of Cheshire East (Macclesfield) and 44% in the South area (Crewe). Year one had seen that service users accessing support from CGL reported that drugs were their main substance issue at 57% of service users and 43% of service users reported alcohol to be their main substance issue. In year one 67% of service users were male and 33% female. CGL has offered improved waiting times to Cheshire East residents the waiting times for appointments peaked in February and June but on closer inspection a number of these were due to client choice rather than a service delay. CGL now operate open access services so anybody can be assessed on day of presentation to and the service is widely promoting the practice of coming in to start treatment rather than a specific time slot for people to attend.



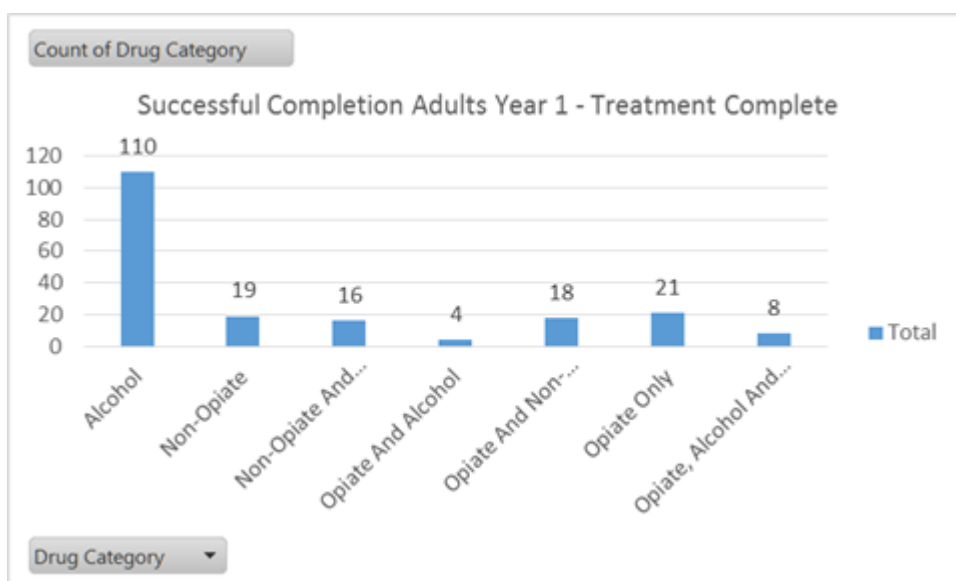
- 1.5. CGL has been operating training and the dispensing of the drug Naloxone to service users. Naloxone is an emergency medication that can reverse the effects of an overdose of opioids like heroin and morphine. A total of 252 naloxone kits have been taken home by service users. The development of this continues with delivery options being extended further within the work of Emerging Futures who are a sub contracted provider to the service.
- 1.6. CGL has reported an 11% reduction in the adult long term drug and alcohol treatment cohort in year one (this includes individuals who have been in treatment over 4 years up to 29 years range in treatment). It has been identified that in Macclesfield that there is a much larger long term substance misuse cohort than in Crewe. Macclesfield 68% long term cohort and Crewe 32%. Of this cohort 62% are male and 38% female. Commissioners are working with CGL to explore developments in how we can support long term users in Macclesfield.



1.7. The table below shows the successful completion number for treatments for young people in Year 1 of the contract for both Drugs and Alcohol.



1.8. The table below shows the number of successful completion of treatments for Adults in Year 1 of the contract for both Drugs and Alcohol.



- 1.9. A development in the last quarter has seen the implementation of fortnightly Detox Panel meetings held at Macclesfield and Crewe to monitor all the alcohol service users who have had an alcohol assessment and who have a treatment plan in place. For those that have decided to be supported to reduce their drinking levels by a structured drink down regime, bloods and medical summaries are obtained to monitor their physical health. Any abnormalities in results are referred to the GP for treatment and support.
- 1.10. During Quarter Three Liverpool John Moores University has been commissioned to chair a Drugs Related Death Panel for Cheshire East. This sees our commissioned provider, internal Cheshire East Services and our partners coming together to review drug related deaths.

Cheshire East are joined by 7 other LA's within the region who have all signed up to this service, this gives us an opportunity to explore any learning from the cases, make improvements and strengthen pathways both locally and regionally.

Nationally Drug related deaths have increased and are at their highest level since records began both across England and across the combined nine Cheshire and Merseyside Local Authority areas. There are a number of factors contributing to this, such as an ageing cohort of opiate users who have additional chronic health conditions.

3,398 deaths were registered for the region between 2014-16 compared to 283 in 2011-13 and 243 in 2004-06. Cheshire East figures show that whilst this is still a priority we are performing well when compared to others LA's within the region.

Alcohol related deaths - by date of death					
LAName	2018 Q4	2019 Q1	2019 Q2	2019 Q3	Totals
Cheshire East		3	1		4
Cheshire West & Chester	1	1		2	4
Halton	2	1		2	5
Knowsley	2	5	2		9
Liverpool	5	5	3	2	15
Sefton	4	2	2	2	10
St. Helens	3	2	3	4	12
Wirral	2	4	5		11

Total:	19	23	16	12	70
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Drug related deaths - by date of death					
LAName	2018 Q4	2019 Q1	2019 Q2	2019 Q3	Totals
Cheshire East	2	2	5	2	11
Cheshire West & Chester	8	12	1	3	24
Halton	1	4	1	2	8
Knowsley	5	10	3	3	21
Liverpool	18	35	20	8	81
Sefton	6	9	4	2	21
St. Helens	6	3	5	4	18
Wirral	14	15	13	13	55
Total:	60	90	52	37	239

The panels follow Public Health England (PHE) recommendations of good practice in several areas including:

- Reviewing all drug and alcohol related deaths of individuals in treatment, not just those officially classified as drug related deaths
- Having an academic third party led system responsible for reporting to local groups
- Engaging non-treatment agencies in the review process
- Establishing information-sharing and confidentiality procedures ensuring all parties have a legal basis for exchange of information
- Running the system in collaboration with several local authorities ensuring better opportunities for learning and economies of scale
- Engagement of the coroner to capture information on deaths occurring outside of the treatment system
- Regular review of actions arising from the panels

Information is collated from an array of sources including service-led internal reviews, NDTMS5 records, data from the IMS and Drug Intervention

Programme, social service contact and coroner records. When a death occurs, it is logged on to the system by either a member of staff from the treatment service or the local coroner via a PHI researcher. Public Health leads are then notified with an automated email to alert them that a new death has occurred, and they are then able to access the record should they wish to view details of the death prior to the quarterly panels chaired by PHI.

- 1.11. CGL alongside Emerging Futures and Recovery Works have worked together to provide a strong volunteering offer within their services. It was reported that it had utilised 3000 volunteering hours in year one. The whole service continues to support residents to become involved in volunteering and community recovery for service users. This is something that was important to service users when we recommissioned the service and continues to be successful.
- There were a total number of 58 volunteers/peers providing mutual aid peer support in year one. There have also been 24 family coaches trained and 34 recovery coaches

These hours have been volunteered during the following activities:

- Facilitating Family Support Group
- Front desk
- Supporting Secondary Care In-reach Service
- Home Visits
- Mutual aid
- Support in the community
- Co-facilitation of workshops
- Facilitating drop-ins
- Facilitating secondary care in-reach service

Recovery coach recruits have commented...

"I have found being able to support others and be a friendly face to people coming in really rewarding"

"Volunteering has given me a real desire to work in the field of addiction to help other on their journey"

- 1.12. Emerging Futures are now delivering Foundations of Life in the community in Macclesfield and Crewe. The Family Support Group in Macclesfield is well maintained and supported, with a mirror offer to be launched in Crewe at the end of this quarter at the Wishing Well Connected Community Centre. Community drop-ins have been increased and are facilitated by Coach Volunteers on a regular basis, now including the Congleton area. These are now available in a number of locations across Cheshire like the Salvation Army, The Wishing Well Connected Community Centre, Crewe, Macclesfield Hospital, Jubilee Club, New Life Church, Congleton, Congleton Women's Refuge, Family Support Group Macclesfield.

This enables Emerging Futures staff and volunteers to connect in the community and be available for support and signposting to CGL.

Recovery coaches are attending Macclesfield Hospital on a weekly basis and seeing people who have been admitted that may require support with drugs or alcohol issues. Recovery coaches are finding these visits a great way to bridge the gap from ward to community support. A number of referrals have been generated to access all types of treatment provision and the team are working closely with the hospital to make further pathways possible such as step down detoxification. Planning and actions are now in place to develop a similar offer in Leighton Hospital.

1.13. Recovery works programmes continue to see successes for services users giving service users access to training and employment and has had a number of successes. Quarter 4 breakdown from the services shows:

- 63 Referrals
- 51 commencements
- Of all those referred 81% commenced Recovery Works support, receiving developmental support in some capacity
- 58 Qualifications were obtained during this period
- 1 Service Users commenced voluntary work placements
- 12 Service Users obtained employment during this period
- 7 Service users sustained 13 weeks continuous employment
- 4 Service users sustained 26 weeks continuous employment during quarter.

1.14. CGL continue to raise the profile of the Young people's team by attending a number of events and activities across the locality. Events have included Pride events; police lead events and attending children and youth activity days. The team has spoken to 900 young people, adults and professionals across these events. They also attended the ACT now conference this was facilitated alongside one of our young people who was accessing support from the service. The young person completed a presentation around her story to attendees of the conference.

The team has continued to work alongside other providers to offer targeted education sessions to Young people. In Year One of the contract CGL has engaged with 26 school and education settings. CGL continue to develop their offer and pathways of support for schools and youth settings. Sessions have also been delivered at Friends of Leisure, delivering to a group to young people with learning disabilities. CGL has continued to participate in multi-agency meetings taking place across the locality. CGL is involved in a number of work streams and developments with Cheshire East Teams that work with Children, Young People and families to work together to safeguard children and young people. The children and young people's team are developing links with Cheshire East Children's Services, Early Help and other commissioned services like Emotionally Healthy Children and Young People and My CWA.

- 1.15. CGL children, young peoples and families' team has continued to work with Children's Services in Cheshire East to develop stronger and robust pathways for children and young people. CGL has worked on a number of task and finish groups to strengthen practice across services. CGL support a number of work streams around escalation, Child in Need and Child Protection and Child Exploitation. Commissioners are supporting service developments across a range of services that support children and families.

The family team has continued to build on their relationships with children's social care with a member from the team continuing to co locate bi-weekly within Integrated front door and attending and contributing to MARAC. CGL staff have attended Signs of Safety Training and also offered training to Cheshire East Staff and partners. Commissioners are currently supporting the development of services to best meet local need and demands linking in with the Connected Communities' teams.

There has been an increase in the number of young people identified and supported since the contract started with over 60 young people recorded as accessing treatment and 89% of those have started a Young Persons outcomes Record.

60 Young People Service Users received Structured Treatment in past year (Nove 18 - Oct 19)	47% Crewe, 53% Macclesfield. 61% Male, 39% Female. 8% Alcohol, 92% Drugs 40% Age 18-24, 60% Age Under 18
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- 1.16. A range of positive feedback has been received from service users over the course of year one and include comments around improved self-esteem and confidence, feeling knowledgeable and educated and having access to professional, friendly and courteous staff. The courses offered are having a positive impact and service users feel they are developing trust and honesty. Service users welcomed peer support and having a helpful and efficient service.

Comments from volunteers are seen below ...

"I would like to pass on my sincere thanks for supporting me through my treatment journey and for helping me to reduce off my prescription and become drug free. I am very grateful."

"Without CGL I would not be here. Six months ago, I was a mess and drunk all the time. I'm sober and working on my recovery. I have a future."

"Well 3 years down that road and I now work for CGL as administrator, having spent several months volunteering for Emerging Futures as a recovery coach. It is no

accident that that has happened. By being around and learning about the CGL through Emerging Futures Partnership. I watch, I listened I learnt (didn't master keeping my mouth shut though)"

"I have had the opportunity to be part of the Emerging Futures and CGL Cheshire East Team; a chance to give back and be a tiny part in someone else's opportunity to recovery. If I could give my recovery to you I would, but we can only get that personal recovery for ourselves. Through changing, growing and living recovery a future may emerge for us all"

2. Recommendations

- 2.1. The Committee is asked to note the report and endorse the approach to the commissioning of Substance Misuse Services.

3. Other Options Considered

- 3.1. Not applicable.

4. Background

- 4.1. The Cheshire East Drug and Alcohol Service was re-commissioned in 2018 and the new service went live on the 1st November 2018. The service is now delivered collaboratively with a range of providers including Change Grow Live (CGL) as the lead provider with Emerging Futures and Recovery Works to provide a wider offer for service users and their families. The Cheshire East Drug and Alcohol Service is a free and confidential service for adults, young people, people involved in the criminal justice system, families, carers and affected others.
- 4.2. The service offers a range of opportunities including workshops, brief interventions, structured groups and one-to-one key working sessions. Cheshire East Drug and Alcohol service also has needle exchanges at fixed sites, where you can also receive harm reduction advice, blood borne virus testing (including HIV and Hep C), naloxone training and access to other services. The recovery teams are based across the Cheshire East and include doctors, recovery coordinators, nurses, recovery champions, peer mentors and volunteers.
- 4.3. The service is commissioned to offer a whole family approach to support and recovery. Eligibility is: Any Age, Any Substance (Drugs and Alcohol), a resident in the Cheshire East borough and need to be registered with a GP (prescriptions can't be provided if not registered with a GP). Anyone can make a referral including the individual themselves via telephone, email or visiting the service in person during open access times.
- 4.4. Cheshire East Council is committed to supporting our most vulnerable residents, whilst enabling others to support themselves. A core ambition is to empower individuals and communities to thrive independently in a supportive

environment; working together with partners, with the voluntary sector, with business, and most importantly, with residents themselves. The specification for our substance misuse service focuses on early intervention, prevention, harm reduction and aims to change behaviour, improve health and improve outcomes for individuals, families, communities and Cheshire East Council. The Corporate Strategy sets out clear priorities the service is required to contribute towards the corporate objectives and improve outcomes for the people of Cheshire East.

4.5. The Provider must also contribute to the drugs and alcohol related indicators within the Public Health Outcomes Framework (PHOF), as well as the outcomes identified within the National Drugs Treatment Monitoring System (NDTMS), including: Diagnostic and Outcomes Monitoring Executive Summary (DOMES); Treatment Outcome Profiles (TOP); Young Peoples Outcomes Report (YPOR).

4.6. The overarching aims of the service are to;

- Improve outcomes and life chances for young people, adults, families and communities who are effected by drugs and/or alcohol;
- Prevent drug and alcohol use;
- Maintain recovery from drug and/or alcohol use;
- Prevent drug and/or alcohol related deaths;
- Prevent of substance misuse related blood born viruses and infections;
- Improve physical health of people in treatment and recovery;
- Build personalised recovery capital, strengths and assets for individuals from assessment through to maintaining recovery, including housing and accommodation, friends, family, employment, education, training, volunteering;
- Reduce crime and re-offending of people in treatment and recovery;
- Reduce the stigma the people in treatment and recovery from drugs and alcohol experience;

5. Implications of the Recommendations

5.1. Legal Implications

5.1.1. There are no direct legal implications arising currently but CEC Legal Services have been consulted regarding the substance misuse service re-commissioning, development and will support in relation to any specific legal issues that arise in the future.

5.1.2. If in the course of reviewing current provision the council looks at developing additional provision, it is proposed to procure goods or services (solely or jointly with others), those procurements will be carried out in accordance with the Public Contract Regulations 2015 and (where the Council is leading on the procurement) in accordance with the Council's own Contract Procedure Rules.

5.2. Finance Implications

5.2.1. There are no financial implications from the recommendations in this briefing report.

5.2.2. The Contract is for 5 years from November 1st 2018 and has a total Contract Value of £14,664,960. This service is fully funded by the Public Health ring-fenced grant.

5.2.3. The original total budget for this Service was £15,202,840 this equates to a saving of £537,880 over the 5-year contract as a result of the recommission.

5.2.4. Below is the contract value breakdown as tendered by the provider;
Change Grow Live Pricing Schedule

	Year 1 1 st Nov 2018 – 31 st Oct 2019	Year 2 1 st Nov 2019 – 31 st Oct 2020	Year 3 1 st Nov 2020 – 31 st Oct 2021	Year 4 1 st Nov 2021 – 31 st Oct 2022	Year 5 1 st Nov 2022 – 31 st Oct 2023
Total Contract Value	£2,956,872	£3,039,658	£3,039,980	£2,802,800	£2,825,650
Core Service Provision	£2,796,872	£2,879,658	£2,879,980	£2,642,800	£2,665,650
Incentivised Payment	£150,000	£150,000	£150,000	£150,000	£150,000
Funding from Children's Ringfenced D&A testing	£10,000	£10,000	£10,000	£10,000	£10,000
Community Investment		2%	2%	2%	2%

5.3. Policy Implications

5.3.1. There are no direct Policy implications associated with this report.

5.4. Equality Implications

5.4.1. There are no direct Equality implications associated with this report

5.5. Human Resources Implications

5.5.1. There are no direct implications for Human Resources associated with this report.

5.6. Risk Management Implications

5.6.1. There are no direct risk implications associated with this report.

5.7. Rural Communities Implications

5.7.1. There are no direct implications for rural communities associated with this report.

5.8. Implications for Children & Young People/Cared for Children

5.8.1. There are no direct implications for children and young people.

5.9. Public Health Implications

5.9.1. There are no direct implications for public health.

5.10. Climate Change Implications

5.10.1. There are no Climate Change implications associated to this report

6. Ward Members Affected

6.1. The Service covers the entire Cheshire East Borough.

7. Contact Information

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

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