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Title of paper	North Kensington Recovery progress report
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Confidential	Yes <input type="checkbox"/> No <input type="checkbox"/>	(items are only confidential if it is in the public interest for them to be so)

The Governing Body is asked to:
Note the report.

Summary of purpose and scope of report
<p>This month's report focuses on five key areas:</p> <ol style="list-style-type: none"> 1) North Kensington Health Recovery Plan (early findings from Community Engagement) 2) Dedicated Service for Survivors and Bereaved 3) GP and CNWL Activity to date for 2018/19 4) Enhanced Health Offer Pilots 5) North Kensington Mailshot <p>1. North Kensington Health Recovery Plan</p> <p>In July 2018, Central and North West London NHS Trust, Royal Borough of Kensington and Chelsea and NHS West London Clinical Commissioning group pledged their commitment to the community of North Kensington, to support everyone affected by the tragedy, to recover and to move forward to a positive future. The aim is to support our local communities to be thriving places where children, young people and adults have confidence in futures that they can build for themselves. The pledge is detailed in the published document 'Our commitments to those affected by the Grenfell Tragedy'.</p> <p>The North Kensington Health Recovery Plan is being developed in collaboration with our NHS partners at Central and North West London Foundation NHS Trust (CNWL), GP practices, local Public Health as well as NHS England. The Plan covers the period from April 2019 to March 2021 and provides a health recovery focus. It and does not seek to cover areas of development outside of the direct influence of healthcare commissioners and providers. Funding for the delivery will be provided from the £50 million health funding for the North Kensington, for the next 5 years, which demonstrates the NHS's long-term continued commitment to the North Kensington community.</p>

The Health Recovery Plan covers information related to health and wellbeing services including:

- Emotional and wellbeing support services (mental health)
- Primary care services
- Enhanced health checks
- Specialist health services
- Children and Young People services
- Self-care services
- A dedicated health service for survivors and bereaved

Work is continuing to develop the health and wellbeing services in collaboration with our partners and will be underpinned by the engagement activities that we are currently undertaking with residents and communities as well as the evidence that has been gathered over the past 18 months.

Early findings from Community Engagement

Community Engagement on the Health Recovery Plan is being undertaken using various approaches, including one to one community conversations with over 60 individuals, meetings with Residents Associations, local community faith leaders and organisations as well as a survey. In addition to this the CCG has commissioned 8 local groups and organisations who are working with communities who are often overlooked by traditional engagement approaches. To date 517 individual pieces of feedback have been received in addition to the engagement with organisations and groups.

Early themes from the engagement include:

What difference will the Health Recovery Plan mean to me, what will look and feel different?

- Prevention – focus on prevention, improving health literacy and ability to stay healthy
- Older people – isolation and loneliness.
- Services need to be culturally appropriate to me
- Alternative approaches to health and wellbeing; non-medicalised approaches e.g. social prescribing

This focused community engagement will continue until the end of January 2019, the insight from the engagement will be used to underpin and inform the 19/20 delivery plan which underpins the Health Recovery Plan as well as on-going service design and delivery.

The first draft of the North Kensington Health Recovery Plan and supporting business case has been submitted to NHS England on 31 December 2018. The final Health Recovery Plan is due for submission on 31 January 2019.

Dedicated Service for Survivors and Bereaved

The 'Our Commitments to those affected by the Grenfell Tragedy' acknowledges the need to move from emergency response to long-term recovery by developing a vision for the future, in partnership with the

bereaved, survivors and the wider community.

The Council and NHS are committed to developing a co-designed dedicated service for survivors and those who are bereaved by the Grenfell Tragedy. For clarity here, a survivor is defined as anyone who lived in Grenfell Tower or Grenfell Walk, and a bereaved individual is anyone who lost close family or friends, corresponding with the national Homicide’s service definition of bereavement.

Between July and October 2018, a period of consultation was undertaken with survivors and those who are bereaved in order to co-design a service model that will meet their immediate and future needs. Over 700 individuals were made aware of the process and given the opportunity to input into the model. 71 families gave their input to design the service.

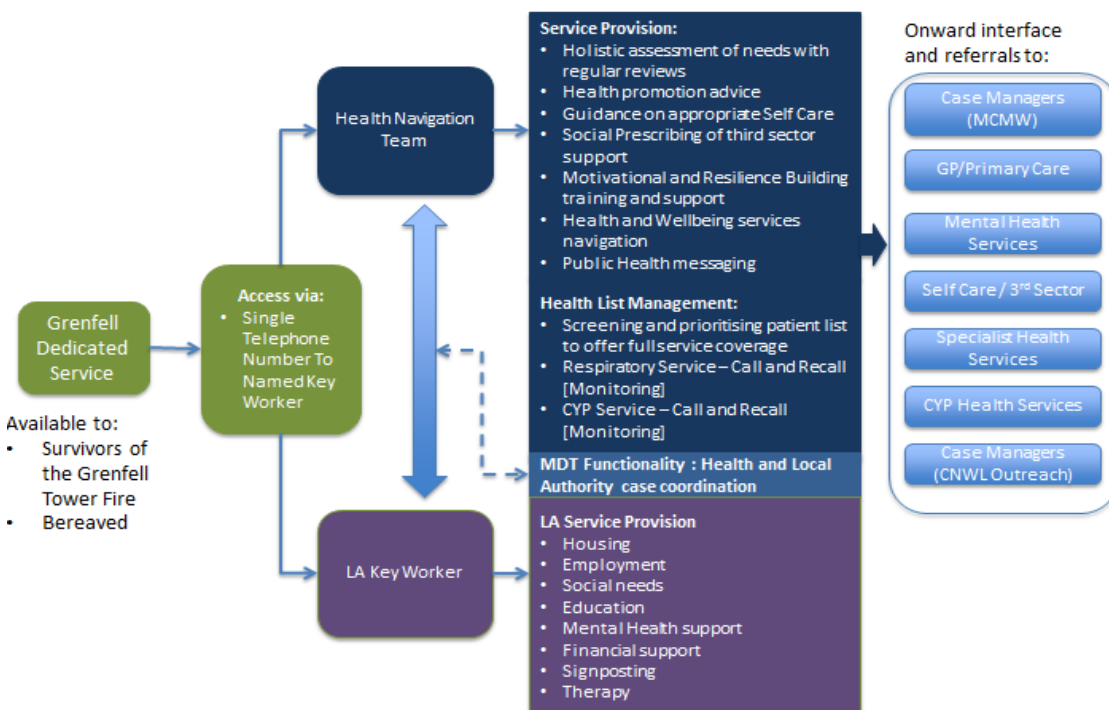
The consultation consisted of a two stage process; firstly, through open ended questions, via 1-1 discussions and group sessions, to understand what people wanted from a future service, and what was important to them; and then secondly by using this feedback to create a draft service model which was then re-shared with people, via 1-1 discussions, group sessions, a WhatsApp video, and through focus sessions with representative groups, which was then amended in turn to take account of people’s views.

The key strategic priorities that came out of this process were that:

- the survivors and bereaved wanted one singular support worker from across Health and the Council that could provide them with first stage support,
- be a general point of contact, and help them navigate wider services and advocate for them as required; and
- that their voice was central to the design, development and ongoing future of the service.

The proposed model for the service is set out below:

North Kensington Recovery: Dedicated Service Health Model DRAFT



The CCG's Operational Group agreed in principle the development of a joint NHS and RBKC model of service, and support. A project group including WL CCG, RBKC and CNWL has been set up to progress the development of the service and work will take place between January and March 2019.

GP and CNWL Activity to date for 2018/19

The table below sets out the number of appointments that have been undertaken in primary care and by Central and North West London NHS Foundation Trust (CNWL) from June 2017 in direct response to the fire.

CNWL & GP Screen & Treat (Jun 17- 30 th Nov 18)	Screening Completed	Individuals entering Treatment	Treatment Completed	Treatment Declined
	5,482 (4,918 adults, 564 children) + 437 in GPs	1,721 (1,386 adults, 335 children)	638 (313 adults, 117 Outreach cases, 208 children)	1,296 (1,092 adults, 204 children)

Further details in relation to the activity undertaken by CNWL include:

- In total, the Outreach Team report 11,283 contacts with over 120 complex cases being case currently managed by them.
- Outreach have attempted to contact 19,824 people in total, 8,541 did not respond
- Screening for trauma has been provided for 5,482 people. This includes screens completed by outreach, adults team, CAMHS team and GPs.
- There are 1,386 adult referrals that have entered treatment and 430 have completed treatment.
- There are 1,396 adults who have declined or dropped out of treatment
- 782 children and young people have been referred into CAMHS services to date. Treatment has commenced for 335 children. 208 children have completed their treatment. 204 children have declined treatment.

Enhanced Health Checks

The Enhanced Health Check offer has commenced through a stepped approach (soft launch and then full launch). This is due to the time required to put in place national IT/SystemOne systems as well as due diligence in procurement process of Thrive Tribe as our community provider, to cover those practices who do not currently have sufficient capacity in primary care to deliver the enhanced health checks.

The timetable for the introduction of the enhanced health checks was as follows:

Soft Launch (November & December):

Grenfell United health events for the Tower patients – 12th November 2018 - completed

Community Health Checks and Health Promotions Events for the public including respiratory and spirometry – 19th November 2018 - completed

Community Health Checks and Health Promotions Events for the public including respiratory and spirometry – 28th November 2018 - completed

Pilot of the Enhanced Health Checks in the Community (Provided by Thrive Tribe in The Curve) – 17th December 2018 - completed

Pilot of the Enhanced Health Checks in the Community (Provided by Thrive Tribe in The Curve) – 19th December 2018 - completed

GP surgeries completing mobilization and calling in patients for the Enhanced Health Checks from mid-December 2018 onwards - completed

Full Launch (January)

Full mobilisation of the North Kensington GP surgeries based service – partially completed see table below

Full mobilisation of the community based service (incl. The Curve, Grenfell Health and Wellbeing Centre and The Space) – completed at The Curve, the other locations are planned for the end of January 2019.

The following practices have commenced enhanced health checks:

- Barlby Surgery (AT Medics)
- Beacon Medical Centre
- Colville Health Centre (Drs Blake, Mok, Chung and Parminder)
- The Exmoor Surgery
- The Golborne Medical Centre (Drs Mohi and Razak)
- The Goldborne Medical Centre (Dr Ramasamy)
- North Kensington Medical Centre
- Notting Hill Medical Centre
- The Portland Road Practice

The following practices are due to start:

- Foreland Medical Centre
- Portobello Medical Centre
- St Quintin Health Centre

North Kensington Newsletter Mail Drop

In the run up to Christmas, WLCCG sent out a booklet describing the services that are available to those affected by the Grenfell Tower Fire. 22,500 booklets were sent out to local households, pharmacies, GP Practices and local voluntary and community organisations in the area covering Dalgarno, St Helen's, Golborne, Notting Dale, Colville, Norland and Pembridge wards.

The booklet also gives people the opportunity to feedback their views on the longer-term North Kensington Health Recovery Plan which has been developed from speaking to lots of community members and groups of whom are informing us what they'd like our priorities to be, including:

- services that understand faith, disability, maternity, sexual orientation and gender reassignment, ethnicity, culture, age and gender.
- Use social media to engage young people on health and wellbeing.
- Support people to lead independent and healthy lifestyles.
- Promote NHS health and wellbeing services better

Our ambition is to continue to gain more community views. People can contribute by completing the slip at the back of the booklet and posting it to us for free. Feedback on the booklets was extremely positive, especially from our more challenging members of the community.

At the same time, the NHS are promoting the Grenfell Night Service, which is staffed by clinicians for local residents who require urgent advice and support and is available between 10pm and 7am every day by calling 020 8962 4393. Clinicians can also arrange to visit residents at home via the helpline. A new leaflet has been produced to publicise it.

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

The CCG is committed to working with the community of North Kensington, to support everyone affected by the tragedy, to recover and to move forward to a positive future. The aim is to support our local communities to be thriving places where children, young people and adults have confidence in futures that they can build for themselves.

Financial and resource implications

Funding for North Kensington Health recovery is from NHS England and funding for 18/19 has been confirmed.

Equality / Human Rights / Privacy impact analysis

The North Kensington team continues to develop the Cultural Competency framework.

Risk

n/a

Supporting documents

n/a

Part: #

Paper: # to be added by WLCCG

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

Committee name	Date discussed	Outcome
Name	DD/MM/YYYY	