

**AGENDA FOR THE PEOPLE COMMITTEE
THURSDAY 14TH JUNE 2018 AT THE GUILDHALL OFFICES TOTNES**

You are hereby SUMMONED to attend the meeting of the People Committee, which is to be held in the Guildhall, Totnes on **Thursday 14th June 2018 at 9.30am** for the purpose of transacting the following business:

| No | Subject | Comments |
|----|--|---------------------------------|
| 1 | To receive apologies and to confirm that any absence has the approval of the Committee. | |
| | <i>The Committee will adjourn for the following item:</i> | |
| | <i>Public Engagement: A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.</i> | |
| | <i>The Committee will convene to consider the following items:</i> | |
| 2 | To address any matters arising from 19 th April 2018. | Minutes enclosed. |
| 3 | To update on the arrangements for the Christmas Markets/Late Night Shopping 2018. | Verbal update from the Clerk. |
| 4 | To update on the Borough Park Skate Park project. | Verbal update from Cllr Sweett. |
| 5 | To discuss the condition of the hoist at Totnes swimming pool. | Document enclosed. |
| 6 | To consider the 'Devon Mobile Library and Outreach Service' consultation. | Documents enclosed. |
| 7 | To note the Torbay and South Devon NHS Health and Care Insights newsletter for May 2018. | Document enclosed. |
| 8 | To note the date of the Town Matters Committee will be Thursday 19th July 2018 at 7.00pm. | |

Sara Halliday
Administrator

ITEM 5 – TOTNES SWIMMING POOL HOIST

Cllr R Adams has received complaints from members of the public that the hoist at the Totnes Swimming Pool has been out of order for a few months, and the staff at the Pavilions' reception think that it will be another few months before a new hoist is installed.

Cllr R Adams has asked the manager to contact her with accurate information but so far they have not done so.

The Pavilions cannot advertise as being disability friendly (and publicise a specific Disability Swim session on Tuesdays from 2-3pm) when they are turning people with disabilities away. There is also a Health and Safety aspect because a hoist is needed if someone has a heart attack in the pool.

Cllr R Adams has been asked by members of the public to investigate this issue and would be grateful if the People Committee can find a solution as soon as possible.

[Note: Cllrs Webberley and Whitty are the Totnes Town Council representatives on outside bodies for TADPOOL.]

**MINUTES OF THE PEOPLE COMMITTEE
THURSDAY 19TH APRIL 2018 AT THE GUILDHALL OFFICES TOTNES**

Present: Councillors A Simms (Chair), M Parker, B Piper, K Sermon, J Sweett and T Whitty.

In Attendance: Public, Press and Sara Halliday (Administrator).

Apologies: None.

| No | Subject | Comments |
|---|--|--|
| 1 | To receive apologies and to confirm that any absence has the approval of the Council. | There were no apologies. |
| 2 | To address any matters arising from 8 th February 2018. | Item 3 – Agreed by Full Council with minor amendment. It was confirmed that the use of names and dates of birth conforms with Greater Data Protection Regulations that come into force in May 2018. Item 4 – An update under agenda item 5. Item 5 – Agreed by Full Council. Item 6 – Agreed by Full Council, and an update under agenda item 8. Item 7 – Agreed by Full Council. |
| 3 | To formulate a response to the questions (see enclosed document) posed by Barclays Bank following the announcement of the closure of the Totnes branch. | To RECOMMEND to Full Council the following reply in response to Barclays Bank consultation: - <i>What do you believe will be the biggest impact of the closure of Totnes branch on the local community?</i> No banking facility in the High Street (there are two provisions in Fore Street). This will impact on businesses and market traders in High Street. Additional pressure on the Post Office which is already busy. - <i>What do you believe will be the biggest impact of the closure of Totnes branch on customers of the branch?</i> Impact on the elderly and those who do not have computer access for, or confidence in, online banking. Impact on businesses and traders in the town. - <i>What alternative ways to bank do you believe need to be provided to help customers and the community adapt to this change?</i> Advice to customers about the changes and use of the Post office or online banking. Advice to customers on how to switch banks to those that have a physical presence in Totnes. Provision of a mobile banking facility to help those who need branch access. |
| <i>The Committee will adjourn for the following item:</i> | | |
| | Public Engagement: A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes. | A member of the public spoke about 'Period Poverty' - the impact on young girls missing school because their families cannot afford sanitary products and the detrimental effect on their education. Considerations include setting up donation points in Morrisons and Greenlife, and how to best distribute the products (e.g. via KEVICC, Totnes youth services, Caring Town, youth organisations, Market Place Ministries). Cllr Simms has contacted a number of companies to request donations of their products, which has received a positive response. It was AGREED that this issue is a concern, that distribution is important to making this initiative work, and that the People Committee would watch how this |

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| | | develops. |
| <i>The Committee will reconvene to consider the following items:</i> | | |
| 4 | To note the Police's proposal for a youth project in Totnes to divert young people away from anti-social behaviour and drugs, and prevent them from becoming missing persons. | <p>Cllr Sweett explained the background to the scheme as a way of guiding young people. It was AGREED that no one scheme will suit all young people and that a range of art, music and sport projects are welcomed, but all will be competing for resources.</p> <p>To RECOMMEND to Full Council: that Totnes Town Council is supportive of the initiative; and that PCSO Powell is made aware of the Paige Adams grant application timescale should the Police wish to apply (as well as suggesting she investigate grant funding from National Lottery 'Awards for All' and various bank community funding sources).</p> |
| 5 | To update findings on improving community links in Totnes. | <p>Cllr Parker updated that she has made contact with a number of community groups to understand what provision is available in the town, including attending Caring Town meetings.</p> <p>To RECOMMEND to Full Council that the following organisations are included for Councillor representation on outside bodies (if the organisations request council representation): Network of Wellbeing; Caring Town; Bridgetown Alive; Daisy and Rainbow Childcare.</p> |
| 6 | To review the Community Engagement Action Plan (as agreed by Full Council in June 2016). | <p>Cllr Whitty proposed that following the well-attended Frome training the previous week, it was an opportune time to review the Community Engagement Action Plan. It was AGREED that more community engagement is required, and that the current Full Council format can limit public interaction.</p> <p>To RECOMMEND to Full Council that the Community Engagement Policy: is reviewed by a gathering of Councillors and members of the public; and is incorporated into revised Standing Orders over the next year, with a view to being fully implemented by the newly elected council in 2019.</p> |
| 7 | To consider a request from local group Proud2Be to raise the Rainbow Flag over Totnes Civic Hall on Monday 27th August 2018 until Monday 3rd September, to mark the sixth Totnes Pride week. | <p>To RECOMMEND to Full Council that the Rainbow Flag is flown over the Civic Hall from 27th August until 2nd September in support of Totnes Pride week.</p> <p>[Note: Full Council has already agreed to fly the Red Ensign on 3rd September on the Civic Hall.]</p> |
| 8 | To update on participation on the Heritage Working Group for the 'Battle's Over – A Nation's Tribute' event on 11th November 2018. | An email has been sent to community groups inviting them to take part in this event. To date only St Mary's Church has responded. |
| 9 | To note the Market Place Ministries monthly reports for February and March 2018. | The figures for February were noted. Cllr Whitty updated that there has been some success getting people into housing. |
| 10 | To update on the plans for late night shopping 2018. | <p>Cllr Sweett declared a current personal interest and that she previously had a pecuniary interest.</p> <p>Cllr Sweett updated from a recent meeting held with</p> |

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|----|---|---|
| | | <p>Redhouse Events and SHDC Cllr John Green about the late night shopping events. There were concerns that Redhouse Events have moved away from the original brief, that the evenings have become too commercial, and that the organisers are not engaging with the town (business or community) about what to include at these events. It is understood that late night shopping will be an agenda item for the Totnes Chamber of Commerce AGM on 23rd May 2018.</p> <p>To RECOMMEND to Full Council that:</p> <ul style="list-style-type: none"> • the Clerk sends a letter to Redhouse Events asking them to engage with: the Town Council early about their plans for the Christmas Markets; and the community – both with the public and businesses; • the proposed quarterly meeting is held before the next People Committee so that key points can be reviewed by the Committee and Full Council informed of plans; and • Link Councillors for Business, Arts and Fair Trade attend the next quarterly meeting and the Safety Advisory Group with SHDC and offer to host the meeting in the Guildhall. |
| 11 | To note the Torbay and South Devon NHS Health and Care Insights newsletter for February 2018. | Noted. |
| 12 | To note the date of the next meeting – Thursday 14th June 2018 at 10.00am. | It was AGREED to bring the meeting forward to 9.30am. |

CHAIR



Totnes Town Council Administrator <administrator@totnestowncouncil.gov.uk>

Fwd: Council consults on ways to improve library services to rural and isolated communities

1 message

Totnes Town Council Clerk <clerk@totnestowncouncil.gov.uk>
To: Sara Halliday <administrator@totnestowncouncil.gov.uk>

6 June 2018 at 11:13

ITEM 6

From: Sara Halliday <administrator@totnestowncouncil.gov.uk>
Date: Tue, Jun 5, 2018 at 9:37 PM
Subject: Council consults on ways to improve library services to rural and isolated communities
To:

Dear Parish Clerk,

Devon County Council and Libraries Unlimited, which runs Devon's library service on the County Council's behalf, have launched consultation today regarding improvements to the library service in rural and isolated communities in Devon. While libraries (static libraries) have evolved a lot over the years, introducing improvements to the services they offer and broadening their popularity to appeal to many, the mobile library and outreach service has remained unchanged. We want to consider the opportunities now to improve our mobile library and outreach service, to consider new ways that we might be able to reach more people in our rural communities.

I have attached a news article that we have sent to Devon media this afternoon. We would like all of the Devon Town and Parish Councils to be aware of the consultation and invite you to contribute to it. Details of the consultation and how to take part in the consultation are online here <https://new.devon.gov.uk/haveyoursay/consultations/devon-library-outreach-service/>. Details are also available via our library service, including the mobile and outreach library service.



Press Release

PR 12050

05 June 2018

For Immediate Release

Council consults on ways to improve library services to rural and isolated communities

Devon's libraries attracted 2.7 million visits and welcomed over 135,000 regular library users last year.

Devon County Council and charity Libraries Unlimited, which is commissioned to run Devon's libraries, says the high visitor numbers are a reflection of the broad range of services that appeal to a variety of audiences.

But while the diversity of services on offer in Devon's public libraries has expanded beyond the traditional book lending service - with digital technologies such as 3D scanning and printing in FabLabs in Exeter and Barnstaple libraries; support for businesses and entrepreneurs; partnerships with health and wellbeing organisations; a growing range of arts and cultural events; and hosting local community activities - the county's mobile library and outreach services in rural areas has remained largely unchanged.

Now, the Council wants to consider ways to increase take up in rural areas in order to reach more people who can't easily access Devon's 50 public libraries.

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6

So it's launching a review to find out what people think is most important about mobile and outreach library services, to shape the design of an outreach service that better meets people's needs and offers access to the wider range of library facilities.

Options could include extending the Home Library Service, which delivers books and audiobooks direct to people's homes. This service is currently intended for people who are unable to visit a library due to ill-health or disability or are too frail to carry heavy books, but it could be extended to include other people who need it.

Alternatively, there could be transport arranged to take people to their nearest library. The Council could work more closely with local community transport providers to provide regular stops at libraries, so that people from outlying villages can access the full range of library services, including local events and activities.

Another consideration would be to introduce a Good Neighbour Scheme, a new type of membership that would enable friends, family members or neighbours to collect and return books on someone else's behalf.

Or there could be adhoc, 'pop-up' libraries in some villages. The Council could work with local communities to use local venues on a regular basis to make library services available.

And in response to the increase in usage of digital services, the move could involve investing in a wider range of eBooks, eAudiobooks and digital magazines to increase the range of online material, which all library card holders could access at any time.

The Council also wants to consider what to do with their four ageing mobile library vehicles, which have become unreliable, increasingly expensive to run, and carry limited stock. The number of people using the mobile library service has fallen by almost a quarter since 2014/15 and the number of mobile library loans has reduced from over 90,000 to 64,000 in that time.

Councillor Roger Croad, the Council's Cabinet Member with responsibility for the library service said:

"While many Councils elsewhere have reduced their library provision, we took steps with Libraries Unlimited that have kept our 50 static libraries open, with longer opening hours and an increased range of services on offer. The result is, we've got a far more resilient and innovative library service, which is acclaimed nationally as a good model, and that continuously strives to improve ways to meet people's needs.

"But Devon is a large rural county that presents many challenges particularly with dispersed communities and an ageing population. And while we have a system of making library services accessible to people who can't get to their nearest library, it's dated and it's time we looked for ways to improve it.

"Everyone should be able to access our library services, and new technology and smarter ways of doing things offer new opportunities for us to think about, that could help us reach more people in Devon's rural areas.

"We've got some ideas that we will share in our consultation, but importantly we'd like to better understand how people use the current mobile and outreach service and how they'd like to use it in future, so that we can come back with a proposal to improve the service and make it more tailored to what they need."

Ciara Eastell, Chief Executive of Libraries Unlimited said:

"We're working closely with Devon County Council to look at ways of reshaping our mobile library and outreach service to ensure it is efficient, effective and designed to meet the needs of communities now and in the future. Our mission as a charity is to reach and support as many people as possible with our high quality library services. We know that society is changing, and we therefore need to reflect that in the way that our library service is designed.

"We're looking forward to hearing from users of the mobile service, outreach services and from users of our network of libraries about what is most valuable to them, so that we can remodel a service that really reflects what people want.



"We know from our latest figures that people are still using public libraries in huge numbers, almost 3 million people in Devon alone. We also know that the number of people accessing our digital services, such as our online catalogue, digital magazines, eBooks and eAudiobooks continues to increase year on year, whilst the number of people using our mobile library has been declining steadily for a number of years.

"It's important that we use this information to make sure we are serving people in the best way possible and that libraries continue to focus on the needs of local people and communities across Devon."

People can take part in the consultation by visiting devon.cc/librariesoutreach. You can complete the consultation online in any of our 50 libraries, and paper copies of the consultation are available at all our libraries and at mobile library service stops. The deadline for responses is 28 July 2018.

Kindest Regards

Media and Public Relations Manager

Corporate Communications

www.devon.gov.uk/newscentre

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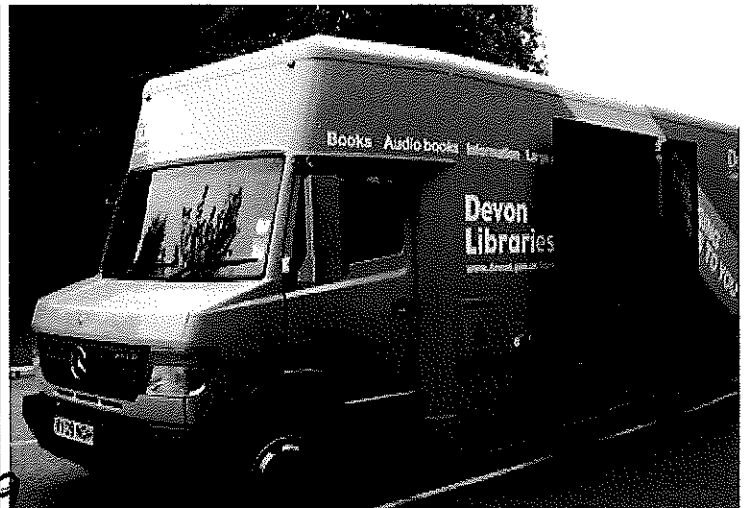
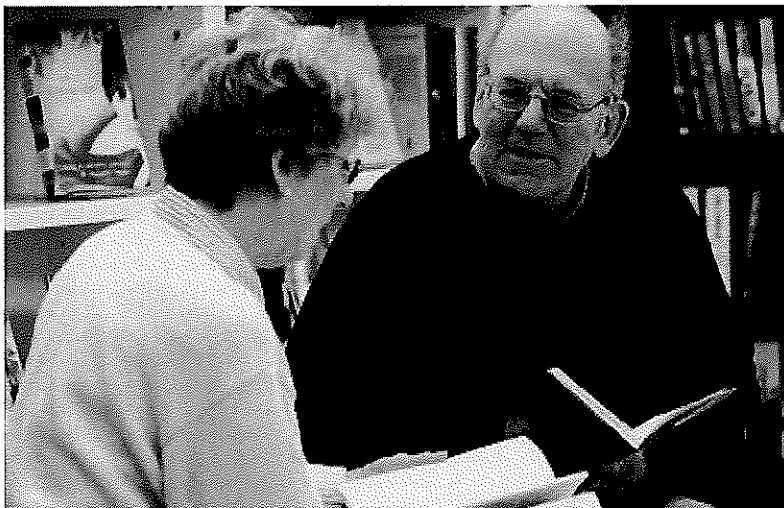
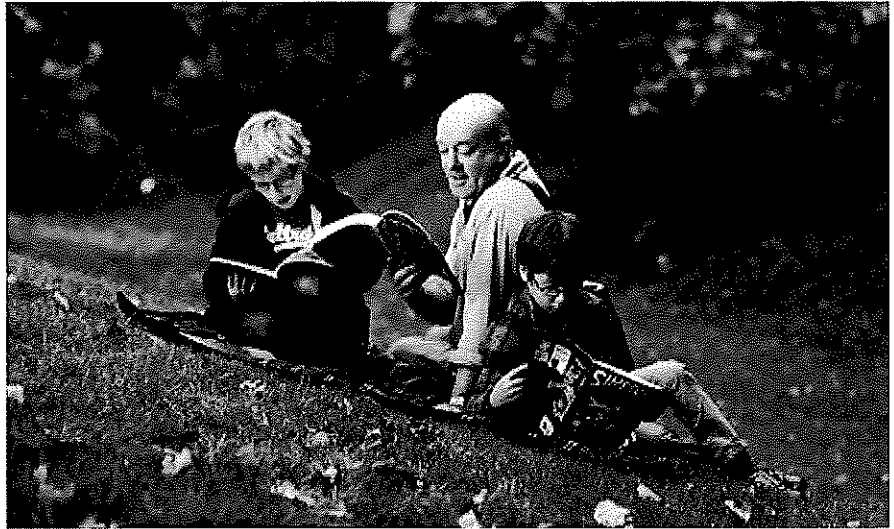
Catherine Marlton
Town Clerk
Totnes Town Council

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Devon Mobile Library and Outreach Service **Consultation 2018**



This is a consultation in partnership with Libraries Unlimited



Devon Mobile Library and Outreach Service Consultation 2018

In Devon we want a comprehensive, modern and cost-effective library service that meets the needs of all our local communities.

Providing good quality and sustainable library services in a very rural county like Devon presents many challenges, particularly with dispersed communities and an ageing population.

We believe that everyone should be able to access our library services. New technology and innovative ways of working as seen in many other parts of the country offer fresh opportunities for us to consider that could help us to reach out further and improve access to library services for even more people in rural areas.

This consultation aims to seek your views on our existing mobile library and outreach services, and on a range of alternatives and potential improvements.

Our main aim is to understand what is of most value to you. Understanding this will help us to adapt our future offer to meet the needs of even more users and potential users in rural areas, and develop more personalised tailored solutions to meet individual needs.

What we want to achieve is a library outreach service that is accessible to more people, is flexible enough to be easily adapted to suit the differing needs of local communities, and is designed with the future in mind.

We want you to get involved through this consultation, let us know your views and share your own ideas so that, together, we can shape a library service fit for the future.

Have your say

**This consultation is available online until the closing date of 28 July 2018 at:
devon.cc/librariesoutreach**

You can also complete the consultation online in any of our 50 libraries. Paper copies of the consultation are available at all our libraries and at mobile library service stops.

Questionnaire

Please remove this sheet and hand in at your local library or mobile library, or send to: **Devon Mobile Library & Outreach Consultation, Exeter Library, Castle Street, Exeter EX4 3PQ.**

Q1. Are you a current library member?

- YES NO

Q2. Have you visited a library building in the past year?

- YES NO

If yes, which one/s?

Q3. How often do you visit a library?

- | | |
|----------------------------------|---|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Every few months |
| <input type="checkbox"/> Weekly | <input type="checkbox"/> A couple of times a year |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> Other (please specify) |
-

Q4. What do you use the library for?

- | | |
|---|---|
| <input type="checkbox"/> Borrow books | <input type="checkbox"/> A place to meet |
| <input type="checkbox"/> Use the internet | <input type="checkbox"/> Attend events |
| <input type="checkbox"/> Job search | <input type="checkbox"/> Printing/photocopying |
| <input type="checkbox"/> Use computers | <input type="checkbox"/> Other (please explain) |
-

Q5. If you have not visited a library building in the past year, please help us understand why

- I do not have access to a car
- I am unable to travel to one as there is no public transport
- I/my family cannot afford to travel to a library building
- The mobile library visits my community so I don't need to
- I have difficulty carrying heavy books home
- I do not have the time due to caring responsibilities
- I don't know where my nearest library is or what it offers

Q6. Have you ever used any of the online library services from home eg. to reserve a book, download an eBook or audiobook?

YES NO

If no, please say why not. *You can choose as many answers as you want.*

- I didn't know about these
 - I wouldn't know how to use them
 - I prefer printed books
 - I don't have access to the technology
 - I'd need help with the technology
 - Other (please say why)
-
-
-

Q7. Have you used the Devon mobile library service in the last year?

YES NO

If yes, which Stop?

If no, please go straight to Q10.

Q8. How regularly do you use the mobile service?

- | | |
|-------------------------------------|---------------------------------|
| <input type="checkbox"/> Frequently | <input type="checkbox"/> Rarely |
| <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never |

Q9. On a scale of 1 to 5 please indicate how important the current mobile service is to you. 1 is essential and 5 is nice to have but not essential.

1 2 3 4 5

Please explain your answer:

Q10. What do you think is most important about a mobile library service overall?

Please choose only one answer.

- Convenience
 - Offers access to people unable to travel to their nearest library
 - Helps tackle loneliness and isolation
 - Offers a regular link to library services for smaller, more rural communities
 - Provides a personalised library service
 - Offers access to a range of resources for little or no charge
 - Other (please explain)
-
-

Q11. How do you think the mobile library and outreach service could be improved to make it even more accessible to more people in the future?

Choose as many as you want.

- More support for the most vulnerable and isolated library users
- More online services and help for people to use them
- Help with transport for people access their nearest library
- Better use of the postal service for borrowing and returns
- More local collection and return points using community venues
- More community-based solutions that work specifically for your area

Q12. Please indicate which of these possible alternative services you might consider using in the future. Choose as many as you want.

- Home Library Service**
Books and audiobooks delivered direct to your home at a convenient time
- Arranged transport to visit nearest library**
Working with community transport providers to provide regular stops at libraries to enable people from outlying villages to access the full range of library services and participate in local events and activities
- 'Good Neighbour' library membership**
A scheme where trusted friends, neighbours or family members can borrow and return items on your behalf
- Pop-up Community Library**
A small selection of books and access to computers at a local community venue
- Online resources including eBooks, digital magazines and eAudiobooks**
- None of the above**

Q13. Please use the space below to suggest your own ideas to improve library outreach services for people in rural areas

About you

To help us better understand your comments, please now tell us a little about yourself.
This information will remain anonymous.

Are you

Male Female Transgender Prefer not to specify

Which age band do you fit into?

0-12 25-44 60-75
 13-24 45-60 75+

What is your ethnic or cultural background?

Asian Mixed Heritage White Other
 Black White British Other

Do you consider yourself to be a carer for another person?

YES NO

Do you currently live alone?

YES NO

Do you have a physical disability or long-term health condition?

YES NO

Do you currently have access to the internet at home?

YES NO

What is your postcode? (This will help us see where services might be needed most)

If you would like more information about events, activities and new services in Devon Libraries, please provide your email.

If you would like more information and advice about the support available to you as a carer please call Devon Carers on 03456 436 435

Background

In Devon, our library services are provided in a unique partnership with a charity, Libraries Unlimited, which we helped to establish. Through this approach we have been able to retain our network of 50 local libraries in locations across Devon.

Libraries are an important part of community life and we are proud of being able to retain, modernise and diversify the service across the county. Through this partnership we have introduced innovative and cost-effective new services to encourage more people to use their local library and are pleased to see that there were nearly 3 million visits to local libraries last year.

Other current services include 4 mobile library vehicles, an online library of eBooks, audiobooks and digital magazines and a Home Library Service as well as two FabLabs (digital making spaces with specialist design and creative equipment) and two Business and Intellectual Property Centres providing advice, support and guidance to local businesses.

We are committed to providing high quality library services to the people and communities of Devon, and are constantly looking at the best ways to use our resources effectively to create value and reach more people.

Why are we reviewing mobile library and outreach services?

Usage of both our static and mobile libraries is changing.

Our static libraries are adapting to provide a greater range of digital and other services and to act as vital community hubs through a programme of events and activities which aim to attract people and bring them together to learn and connect with others in their community.

Library outreach services also need to adapt and develop to meet people's changing needs and connect better with more people in rural areas.

Far fewer people now use our mobile library service and the number of mobile library loans has reduced from over 90,000 to 64,000 since 2014/15. The current service is provided from four mobile library vehicles which make 447 short stops across the county each month. That's around 6 stops per day for each vehicle. An average stop lasts less than 40 minutes and serves just 4 people. The service currently has 3,193 users, a decrease of 21.43% from 2014/15 when more than 4,000 people were using the service

The current fleet of mobile vehicles used to deliver the service are now around 10 years old and have become increasingly unreliable and expensive to maintain. If this service is to continue, all vehicles will need to be replaced or updated at a cost of over £300,000.

In addition, mobile libraries can offer only a limited service to users due to their size, with a small book collection and limited access to the wider range of services on offer in static libraries or available online.

Many more people now use mobile technology and the internet in their daily lives, including to access digital library services 24/7. There are also a range of alternatives being used in many other parts of the country that help meet the specific needs of rural communities, and particularly elderly, isolated and vulnerable people.

This consultation aims to help us decide on the future shape of our outreach services. Our aim is to design services that meet the needs of even more people, and will encourage a wider range of people to make good use of library services.

What alternatives could there be?

Some alternative ideas that are used elsewhere that could improve our own outreach services and benefit many more people could include:

Extended Home Library Service – This delivers books and audiobooks direct to people's homes. It is intended for people who through ill health or disability cannot visit a library or are too frail to carry heavy books. This personal service could be extended to support more people who need it.

Help with Transport – Working with local community transport providers to provide regular stops at town libraries to enable people from outlying villages to access the full range of library services and give access to local events and activities.

Good Neighbour Scheme – This new type of membership would enable a friend, family member or neighbour to collect and return books on your behalf.

Pop-up Community Libraries – Working in partnership with interested communities, a pop-up local library facility could be created using a local community venue (only suitable in larger rural communities).

eBooks and online material – Invest in a wider range of eBooks, audiobooks and digital magazines and provide remote access to online material for all library card holders.

To obtain a version in a different format such as large print or braille please contact the Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk

HEALTH AND CARE INSIGHTS

Issue 11 – May 2018

Item 7

CQC rates Trust as 'good'



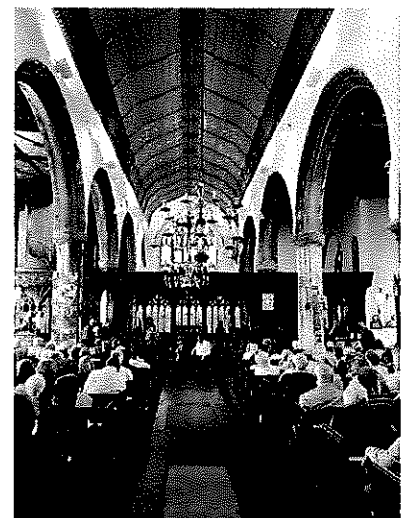
Following their visit earlier this year the Care Quality Commission (CQC) has rated the Trust as 'good' overall and 'outstanding' for caring. After their last inspection visit in February 2016, the CQC had judged the Trust to be 'outstanding' for caring, but had given an overall rating of 'requires improvement.' This latest rating is therefore excellent news for both Trust staff and the people who use the Trust's health and care services, and reflects the tireless efforts by Trust staff to improve people's experience of services. Inspectors found many

elements of good and outstanding practice, and saw how the Trust's strengthened integration of health and social care services across community and acute hospital pathways is making a positive difference.

Hospital and community health services for children and young people are rated as 'good' across all five domains; however the 'safe' domain remains as 'requires improvement.' This is down to issues such as: the fabric and environment of some Trust buildings and facilities; staff needing to complete mandatory training; and ensuring regular equipment checks are carried out with documentation being kept up-to-date. Liz Davenport, Interim Chief Executive commented: "There are still areas we need to work on and we are already taking action to improve those areas. Our aim now is to achieve a rating of 'good' or 'outstanding' across all our services when the CQC next visit us." The full CQC report is available at <http://www.cqc.org.uk/provider/RA9>

Public meeting in Dartmouth

The NHS was invited to a public open meeting in Dartmouth on 14 May, to answer local people's question about health services in the town. As well as attending the evening meeting, representatives from the Trust and Clinical Commissioning Group (CCG) held afternoon drop-in sessions, to speak on a one-to-one basis with anyone who preferred a more private conversation. The evening was hosted by Father Will in St Saviour's Church and Chaired by Sir Geoffrey Newman. The church was full to capacity. Emotions were running high at times, as people expressed their concerns, disappointment and anger at the closure of Dartmouth Hospital in 2017 and the subsequent collapse of River View care home earlier this year.



Liz Davenport, Interim Chief Executive at the Trust and Simon Tapley, Interim Accountable Officer for the CCG, fielded questions on a range of issues including:

- the availability of beds for short-term residential and nursing care;
- domiciliary care capacity and support for carers;
- ambulance response times to a remote population;
- the collapse of River View and the subsequent failure of plans to develop a Health and Wellbeing Centre there;
- the closure of Dartmouth Hospital; and
- concerns about NHS services being outsourced.

17

HEALTH AND CARE INSIGHTS

Teignmouth public engagement

The six week South Devon and Torbay CCG-led engagement with local people on options for changes to health and care services in Teignmouth continues until 8 June 2018. It is now three years since the consultation on the reorganisation of services in the coastal locality, which led to Dawlish becoming the clinical hub and Teignmouth Hospital becoming the base for the Health and Wellbeing team and most outpatient clinics. It was also planned that it would have rehabilitation beds. Over the past two years since the changes took effect, the Health and Wellbeing team have been able to support people at home or in a care home to such an extent that there has been no need to introduce the 12 rehabilitation beds.

We are at an early stage in the process, where no decisions have been made, and where the views of local people can help shape any proposals for change. This is not yet a formal consultation – rather a chance to involve people early on in considering the range of options.

Local people are being asked what their views and thoughts are on the ideas and they can find out more by visiting the CCG website www.southdevonandtorbayccg.nhs.uk or attending one of the drop-in sessions being held in Teignmouth and Dawlish. They may provide feedback via a written or online questionnaire. At the end of the engagement period feedback will be looked at and considered.

Wellbeing Programme receives £1.3m funding

Shaun Widdecombe, pictured with Wellbeing Co-ordinator Helen Ellis, is one of over 3,000 people in South Devon and Torbay to be referred to the Wellbeing Programme since it began in July 2016.



The Programme helps people to combat isolation and loneliness and experience enhanced feelings of wellbeing, which in turn can contribute to improved health outcomes, enabling some people to sustainably avoid hospital and acute care. The Wellbeing Programme is provided by seven voluntary sector organisations which together employ Wellbeing Co-ordinators, who are members of integrated Health and Wellbeing Teams. There are currently 12 whole time equivalent across the area, with some working part-time.

The Trust, local authority and voluntary sector partners have together secured £1.3m for the Programme to continue for the next four years. Liz Davenport, Interim Chief Executive says: “It is our intention to continue the Wellbeing Programme with our partners well into the future. Having funding confirmed up to 2021 will enable us to continue to develop and improve, hopefully helping to secure a sustainable future for the Wellbeing Programme.”

Shaun, aged 52 has a degenerative spinal disease. He lived in a care home for respite following a brain injury caused by a fall, and his personal life fell apart when his partner refused him to return home, and he was left with nothing but the clothes he was wearing. He comments: “Wellbeing Torbay supported me with my financial situation and then introduced me to people locally and it has saved my life. I can now look forward and help others, I can’t thank them enough.”

We hope you find this update useful and that you can see we are making real progress towards our aim of supporting more people to be well and independent. If you would like to receive future issues by email contact tsdft.communications@nhs.net