



**REPORT TO:** HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD – 24 AUGUST 2022

**REPORT ON:** COMMUNITY WELLBEING CENTRE UPDATE

**REPORT BY:** CHIEF OFFICER

**REPORT NO:** DIJB61-2022

**1.0 PURPOSE OF REPORT**

To brief the Integration Joint Board about the progress being made to introduce a Community Wellbeing Centre as a core element of immediate support in the city for people experiencing distress.

**2.0 RECOMMENDATIONS**

It is recommended that the Integration Joint Board (IJB):

- 2.1 Notes the progress that has been made as outlined within section 4 of this report.
- 2.2 Notes the revised timescale for implementation as outlined within section 4.9 of this report.

**3.0 FINANCIAL IMPLICATIONS**

- 3.1 The capital costs of developing the building are being incurred by Hillcrest with provision made in Dundee City Council's financial plan for a financial contribution to the overall capital costs. Funding for furnishings and equipment will be met from additional grant funding awarded to Dundee Health and Social Care Partnership.
- 3.2 The cost of the contracted care and support service associated with the centre as outlined in section 4.5 of this report will be met from provision made within the Integration Joint Board's Revenue Budget 2022/23 for new developments.

**4.0 MAIN TEXT**

- 4.1 The most recent update about the Community Wellbeing Centre was submitted to the IJB in April 2022. This report provides an update as to progress which continues to be made.
- 4.2 A stakeholder group to drive the development forward has been in place since autumn 2021. The group have held several development sessions and members have also joined specific workstreams.
- 4.3 Four workstreams were agreed by the stakeholder group as follows; Building/ Aesthetics, Procurement, Communication and Engagement and Pathways, Connections and Technology. The workstreams have been in operation for several months and plans are well advanced.

#### 4.4 Building Works / Aesthetics

- 4.4.1 Planning Approval for the development was received during July 2022, and Building Warrant approval is expected imminently. Work has already commenced on the building and it is now anticipated that the programme of work will be completed by the end of December 2022.
- 4.4.2 Stakeholders had the opportunity to view the premises at South Ward Road during March and have been involved in the planning of the internal decoration/ design of the public rooms identified within the Centre. This has included input into the shared space of the reception area and community cafe.
- 4.4.3 Decisions agreed by the group have been used to influence internal features such as paint colours, flooring and furniture and fittings.
- 4.4.4 Stakeholders will continue to be involved as the development progresses and the next focussed area for consideration will be the furnishings required for the short-term accommodation with support.

#### 4.5 Procurement (of Care Support Service)

- 4.5.1 A prior information notice (PIN) was published 15<sup>th</sup> February 2022 giving potential bidders an overview of the planned care support service development and tender process. This has generated interest from several care providers which is positive.
- 4.5.2 The workstream group met to consider and agree the questions which will be incorporated into the Invite to Tender document. With regards to the service specification, it is planned to issue the slides compiled after a comprehensive consultation exercise to a range of stakeholders. It is felt the information gathered through this process gives a real and honest account of what stakeholders want from the centre and the support service. It also gives an opportunity to seek creative bids from those who have noted their interest.
- 4.5.3 The Tender was published on the 18<sup>th</sup> July 2022 with the following being agreed as an indicative timetable for the tender process:

<b>Stage</b>	<b>Date/Time</b>
<b>Publish Invitation to Tender</b>	<b>Monday 18th July 2022</b>
<b>Last Date for Tender Questions</b>	<b>Tuesday 2<sup>nd</sup> August 2022 – 12 noon</b>
<b>Latest Tender Return Date/Time</b>	<b>12:00 noon on Wednesday 17<sup>th</sup> August 2022</b>
<b>Evaluation Process Commences</b>	<b>Wednesday 17<sup>th</sup> August 2022</b>
<b>Evaluations Process Ends</b>	<b>Friday 26<sup>th</sup> August 2022</b>
<b>Follow-up Meetings</b>	<b>Week Beginning 22<sup>nd</sup> August 2022</b>
<b>Notification of Outcome Letters</b>	<b>Week Beginning 29<sup>th</sup> August 2022</b>
<b>10 Day Standstill Period Ends</b>	<b>Monday 12th September 2022</b>
<b>Contract Award Target Date</b>	<b>Tuesday 13th September 2022</b>
<b>Target Date for Start of Contract</b>	<b>Monday 10<sup>th</sup> October 2022</b>

#### 4.6 Communication and Engagement

- 4.6.1 The Communications and Engagement Workstream is being facilitated by colleagues within Dundee Volunteer and Voluntary Action (DVVA) and an inclusive communications and engagement plan for the Community Wellbeing Centre project has been produced. The plan includes promoting the centre, its purpose, how to access it, and how to get involved in its

development. It will cover the period from now until the first few months the Centre has been operating.

4.6.2 The group along with their wider networks have co-produced an information leaflet about the centre in PDF and PNG format. The information leaflet will be circulated across the city and will incorporate the inclusive engagement plan.

4.6.3 An outreach model will offer information sessions to the most marginalised groups including people within mental health inpatient settings, the HMP services that are linked to the city, recovery groups, criminal justice, gendered services, young people's services. Street conversations supported by the information leaflet in the city centre and in the areas with the highest level of deprivation will also be on offer.

4.6.4 This group has been meeting every two weeks, with members of the group and their wider workforces and networks implementing the communications and engagement plan.

#### 4.7 **Pathways, Connections and Technology**

4.7.1 The Pathways, Connections and Technology workstream met on 3 occasions, and have developed a framework that captures the journey of a person in distress, and their interaction with the Community Wellbeing Centre. For example:

- Before they arrive at the CWC – how we promote the CWC, how the person makes contact, the range of support needs they may have, potential referral partners (police, OOHs, GPS)
- When they are at the CWC – the triage assessment, the resources required, the roles for staff, peer workers and volunteers, and the considerations around record keeping and information sharing protocols.
- After they leave the CWC – onward and supported referral to other organisations for social support, or to the NHS for medical assessment or admission, transfer to an accommodation base where required, and systems for follow up and aftercare. Further discussions are still to take place around topics that overlap with other ongoing work, for example, technology and communications, referral protocols for NHS, Police and ambulance services, and identifying the organisations across the city that can support the work of the CWC.

4.8.1 A Tayside Crisis and Urgent Care Workstream continues. The five elements of the work are progressing at different rates which is understandable as each has a different set of interdependencies. However, acute staffing shortages in current crisis provision is also impact on people's ability to contribute to the work and mean that some elements of change are being accelerated. The sub stream on Urgent referrals (which impacts only on Dundee) is complete other than final agreement about transfer of staffing resources. This function, which sees Dundee Community Mental Health Teams manage urgent referrals instead of Crisis Resolution Home Treatment Team will be implemented by the beginning of August. The sub Workstream on Community Wellbeing Centres has completed its core work (defining the core functions any CWC must provide) and this has been shared with those leading the Dundee implementation of our CWC. The sub work streams on Intensive Home treatment, emergency mental health assessment and evaluation continue to meet. Importantly, there are no interdependencies that will slow the development of the Dundee CWC; only the interfaces may be different and change over time.

4.9 A target date for completion was previously reported to the IJB as August 2022. Given the unavoidable delays in the building work, and the timescale for the tender as outlined within section 4.5.3 of this report, a revised target date for the building works to be completed is the end of December 2022. By that time, it is anticipated that recruitment for staff will be well underway and that implementation can progress.

## 5.0 POLICY IMPLICATIONS

5.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

## 6.0 RISK ASSESSMENT

<b>Risk 1 Description</b>	Evidence demonstrates that the ability to predict completed suicide, even where assessment is undertaken by skilled professionals, is limited. There is a risk that the development of an “always open” Community Wellbeing Centre (CWC) and associated supports does not result in a demonstrable reduction in the number of people engaging in serious or fatal self-harm.
<b>Risk Category</b>	Operational, Reputational
<b>Inherent Risk Level</b>	Likelihood (3) x Impact (3) = Risk Scoring (9) (High Risk)
<b>Mitigating Actions</b> (including timescales and resources)	Models of best practice from elsewhere have been considered in developing the model of care; levels of care can be stepped up where necessary; the provision of brief interventions (or equivalent) should assist people in addressing some of the core psycho-social factors fueling their distress
<b>Residual Risk Level</b>	Likelihood (3) x Impact (1) = Risk Scoring (3) (Low Risk)
<b>Planned Risk Level</b>	Likelihood (3) x Impact (1) = Risk Scoring (3) (Low Risk)
<b>Approval recommendation</b>	Given the mitigating actions to bring down the level of risk the risk should be accepted.

## 7.0 CONSULTATIONS

7.1 The Chief (Finance) Officer and the Clerk were consulted in the preparation of this report.

## 8.0 DIRECTIONS

The Integration Joint Board requires a mechanism to action its strategic commissioning plans and this is provided for in sections 26 to 28 of the Public Bodies (Joint Working) (Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Dundee City Council and NHS Tayside.

Direction Required to Dundee City Council, NHS Tayside or Both	Direction to:	
	1. No Direction Required	x
	2. Dundee City Council	
	3. NHS Tayside	
	4. Dundee City Council and NHS Tayside	

**9.0 BACKGROUND PAPERS**

9.1 None

Vicky Irons  
Chief Officer

DATE: 09/08/2022

Arlene Mitchell  
Locality Manager

*This page is intentionally left blank*