

Minutes of a Meeting of the Overview Committee held the Hub, Mareham Road, Horncastle, Lincolnshire LN9 6PH on Tuesday, 25th July, 2023 at 10.00 am.

PRESENT

Councillor Fiona M. Martin, M.B.E. (Chairman)  
Councillor Carleen Dickinson (Vice-Chairman)

Councillors Dick Edginton, Stephen Evans, Jill Makinson-Sanders and Robert Watson.

Councillor David Hall attended the Meeting as a Substitute.

GUESTS IN ATTENDANCE:

Councillor Graham Marsh - Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction

OFFICERS IN ATTENDANCE:

James Gilbert	- Assistant Director - Corporate
Emily Spicer	- Assistant Director, Wellbeing and Community Leadership
Roxanne Warrick	- Healthy Living Strategic Lead
Rebecca James	- Scrutiny and Policy Officer
Elaine Speed	- Senior Democratic Services Officer
Lynda Eastwood	- Democratic Services Officer

**18. APOLOGIES FOR ABSENCE:**

Apologies were received from Councillor Alex Hall.

It was noted that in accordance with Regulation 13 of the Local Government (Committees and Political Groups) Regulations 1990, notice had been given that Councillor David Hall had been appointed to the Committee in place of Councillor Claire Arnold for this Meeting only.

**19. DISCLOSURE OF INTERESTS (IF ANY):**

At this point in the Meeting, Members were invited to declare any relevant interests. None were received.

**20. MINUTES:**

The Minutes of the Meeting held on 20 June 2023 were agreed as a correct record.

*N.B. Councillor David Hall joined the Meeting at 10.03am.*

**21. ACTIONS:**

Members noted that the following Actions were now complete.

Actions from the Meeting held on 20 June 2023.

Action No.6.

Action Nos. 14 (a) and 14 (b) 'Performance and Governance Framework Q4/End of Year Monitoring Report 2022/23 – CORP001(b) Economic Growth' 'CORP002 – Uncertainty of future Lincshire flood defence scheme' page 17 of the Agenda refers.

The Assistant Director (Corporate) advised Members that further to comments received, these items were being fed into the Q1 Risk Register.

Actions from the Meeting held on 7 March 2023.

Action No.87.

The Chairman referred to the written update provided, pages 21 to 22 of the Agenda refer and thanked the Assistant Director (Corporate) for his efforts in obtaining a comprehensive response.

Actions from the Meeting held on 29 November 2022.

Action No.27 (c).

Action No. 16 (c) – Q and A Session with John Turner, Chief Executive, NHS Lincolnshire Integrated Care Board, page 18 of the Agenda refers.

Members were advised that Maz Fosh, Chief Executive of Lincolnshire Community Health Services (LCHS) was to leave her post at the end of July 2023. The LCHS and ULHT Trusts would in future, share a Chief Executive and Andrew Morgan would take up the joint role from 1 August 2023. However, he was due to stand down in March 2023, therefore the recruitment process for a new Joint Chief Executive would soon be underway nationally. It was agreed that this action would remain in hand.

**22. SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP CUSTOMER EXPERIENCE STRATEGY:**

Roxanne Warrick, Healthy Living Strategic Lead presented Members with a report that detailed the draft South & East Lincolnshire Councils Partnership Customer Experience Strategy, pages 23 to 28 of the Agenda refer.

The Chairman further welcomed Councillor Graham Marsh, Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction and Emily Spicer, Assistant Director for Wellbeing and Community Leadership and Client Lead for Customer Services to the Meeting.

Members were further delivered a presentation, a copy of which is attached at Appendix A to the Minutes.

Members were advised that as a sovereign Council and as part of the Partnership, East Lindsey District Council was committed to a vision of providing a customer experience that was simple, effective and customer focused and ensured access to the many services that were offered. One of the key principles to achieving this vision was to understand the Council's communities and customers, and how they changed to inform the way the Council provided its services, now and into the future.

The draft South & East Lincolnshire Councils Partnership Customer Experience Strategy was attached at Appendix A which set out the vision, principles and approach for Customer Experience across the three sovereign councils 'working together to offer a clear and consistent experience', pages 29 to 38 of the Agenda refer.

The strategy set out three key outcomes that the Council was seeking over the next four years to achieve:

- An organisational culture that was customer focussed
- A simple, effective, and positive customer experience
- Support that met the Council's customers' needs

Success would be monitored through the South & East Lincolnshire Councils Partnership Customer Experience Board who would have oversight of the Strategy and work collaboratively to enable effective strategic direction and co-ordination of delivery. The governance framework for the Customer Experience Board was attached at Appendix B, pages 39 to 40 of the Agenda refer.

*N.B. Councillor Jill Makinson-Sanders joined the Meeting at 10.16am.*

Members were invited to put their comments and questions forward.

- A Member queried why the strategy was focussed on services offered and not customers, particularly in relation to the large number of complaints that the Council received for the customer services department. It was further considered that staff would need an element of retraining and a concern was also raised for residents who could not access officers at the Hub in person, and those that were not able to access the internet.

It was highlighted that in the past Councillors had offered to 'test drive' the new website which was a cheap and easy solution, but this had not been taken up.

- A Member referred to the consultation process and queried what demographic had responded to this. The Healthy Living Strategic Lead informed Members that out of the three Councils in the Partnership, ELDC was the best represented and added that a wide list of people and organisations were consulted. However, it was

highlighted that there was no requirement to consult but was carried out as it was considered important to do so. The Healthy Living Strategic Lead advised Members that she was happy to share the full sheet of feedback received.

- A Member stated that he found the report interesting and acknowledged that customer services was a difficult area to look at and encouraged strong feelings. With regards to 'Our People' and the population quoted as 25% residents aged over 65, page 32 of the Agenda refers, a Member highlighted that in his Ward Sutton on Sea there was a much higher number in this age group who would benefit from more face to face contact and asked whether this could be facilitated.

The Assistant Director for Wellbeing and Community Leadership responded that the internet was not for everyone and highlighted the success of the community hub models that were available across the district and full of good volunteers available to assist. The Healthy Living Strategic Lead informed Members that drop-in sessions were offered in Mablethorpe and Sutton on Sea and she would signpost and provide information in relation to the hubs.

The Healthy Living Strategic Lead highlighted to Members that the strategy was a document produced across the Partnership and advised Members that the average age of an ELDC resident was 52.

It was further highlighted that Lincs Digital had been attending community hubs and had been tremendously successful, identifying a general interest with people wanting to get online.

The Healthy Living Strategic Lead advised Members that the Council was very proud of the community hub model and the service had been adapted to meet local needs. There were over 20 hubs in East Lindsey and there was grant funding available to support these.

Members noted that ELDC staff were not placed in the community hubs, however were informed that volunteers did have priority access to the Healthy Living Strategic Lead and her team. The value of the role volunteers played in the community hubs was highlighted and it was acknowledged that this must never be underestimated.

- A Member referred to Platform Housing and difficulties residents experienced getting repairs and maintenance done to their homes. The Assistant Director for Wellbeing and Community Leadership advised Members that the Portfolio Holder for Communities and Better Ageing had challenged Platform Housing, following which they had reinstated their officers back into the community hubs.

- The Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction stated that he wholly supported the volunteers and was exceptionally pleased with the community hub model. He considered that it was very important to continue to support the hubs and officers could be engaged for specific projects.
- A Member queried how the Council was managing volunteer 'burnout'. The Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction responded that he was not aware of any, however hoped that if this was present it would be identified and supported.
- Following a Member query relating to monitoring success, the Assistant Director (Corporate) advised Members that discussions were underway with all services on how performance was measured. There would be a mechanism to collate that information moving forward and KPIs would feature in performance reports.
- Further to a query on whether Lincolnshire County Council (LCC) had a part in the strategy, it was confirmed that it was a Partnership document. Following which, a Member considered it would be useful if LCC could be a partner in this type of scheme as residents often raised issues at the hubs that were under the remit of LCC. The Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction responded that he would support the Council if it wished to approach LCC with regards to the working model of the hubs.

No further comments or questions were received.

The Chairman thanked Roxanne Warrick, Healthy Living Strategic Lead, Councillor Graham Marsh, Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction and Emily Spicer, Assistant Director for Wellbeing and Community Leadership and Client Lead for Customer Services for their attendance and stated that she would be pleased to see the Customer Experience Strategy Action Plan in due course.

Following which, it was

RESOLVED:

That the draft SELCP Customer Experience Strategy be noted and feedback provided by the Committee be used to inform its development.

*N.B. Emily Spicer, Assistant Director for Wellbeing and Community Leadership and Client Lead for Customer Services left the Meeting at 10.51am.*

### **23. HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE - UPDATE:**

The Chairman referred Members to the briefing paper from Councillor Jill Makinson-Sanders, the Outside Body Appointee to the Health Scrutiny Committee (HSC) for Lincolnshire following its Meeting held on 19 July 2023. The briefing paper was circulated to Members on 24 July 2023 and a copy of this is attached at Appendix B to the Minutes.

Councillor Makinson-Sanders advised Members that on 28 June 2023 the Department of Health and Social Care announced that community organisations would be able to make bids from a national fund of £1m for a community automated external defibrillator.

Interested organisations had been invited to register expressions of interest. Applicants would be asked to demonstrate that defibrillators would be placed in areas where they were most needed, such as places with high footfall, where there were vulnerable people, or in rural areas, or due to the nature of the activity at the site.

It was estimated that 1000 new defibrillators would be provided by the fund with the potential for this to double as successful applicants would be asked to match the funding they received partially or fully. <https://www.gov.uk/government/news/bids-invited-for-1-million-defibrillator-fund>. The Chairman asked that this be circulated in the Members' Point Brief.

Particular emphasis was made to fluoridisation and it was requested that the three councils across the Partnership collectively write to local MPs Victoria Atkins and Matt Warman for more research to be undertaken in this area. It was highlighted that fluoridisation in water made a huge difference to oral health and Members agreed that it was timely for Council to debate this issue. A Member stated that Councillor Carl Macey was the Chairman of the Health Scrutiny Committee for Lincolnshire and he may wish to bring this forward as a Motion to Council.

A Member stated that there was conflicting evidence with regards to oral health and fluoridisation and that some people did not enjoy fluoride being put into the water, furthermore it was acknowledged that dental care was lacking and further education was needed on dental care, particularly for children.

Further to the update on Adult Mental Health Services in the county, the Chairman stated that she was pleased to see that two new wards had now opened within the Peter Hodgkinson Unit at Lincoln County Hospital.

No further comments or questions were received.

The Chairman thanked Councillor Makinson-Sanders for the full and interesting report presented and for the time and effort she put into the HSC.

Following which it was,

RESOLVED:

That the Health Scrutiny Committee for Lincolnshire briefing paper be noted.

**24. UPDATES FROM SCRUTINY AND POLICY PANELS INCLUDING QUALITY CHECKING OF FINAL REPORTS:**

**(A) SCRUTINY PANEL UPDATE - TO MONITOR THE IMPLEMENTATION OF MAGNA VITAE'S 5-YEAR PLAN, INCLUDING KEY PERFORMANCE INDICATORS:**

Rebecca James, Scrutiny and Policy Officer referred Members to the briefing paper, page 41 of the Agenda refers.

Members were advised that those appointed to the Panel would be confirmed shortly. It was highlighted that there were a number of new Members to the Panel which was a positive step to refresh the work and scrutiny moving forward. It was also confirmed that an extra line of enquiry had been added to the scope to re-focus the scrutiny.

**(B) UPCOMING SCRUTINY PANELS:**

Rebecca James, Scrutiny and Policy Officer referred Members to the briefing paper, page 43 of the Agenda refers.

Members were advised that all places on the 'To review the running of Invest East Lindsey Limited, with a particular focus on Kingfisher Caravan Park' and 'To consider Public Convenience Provision in East Lindsey' Scrutiny Panels had been filled.

Members were still required for the Health and Wellbeing Joint Scrutiny Panel.

The Chairman highlighted that if any non-executive Councillor had not been successful getting a place on a scrutiny panel, there was a mechanism in place for them to substitute on a panel and they could also attend as an observer.

**(C) SCRUTINY TOPIC SUGGESTIONS:**

Rebecca James, Scrutiny and Policy Officer presented Members with four scrutiny topic suggestion forms as follows:

- 'How can ELDC help retain, attract and re-attract qualified, innovative, ambitious and young professionals in the district?', pages 45 to 46 of the Agenda refer.

Following feedback received from officers, and discussion with the Chairman and Vice-Chairman at the pre-meeting, it was suggested that this item be moved forward as a topic for the Committee's Standing Reference Group, to further explore how the Committee could get involved.

A Member queried whether this could be discussed as a future Reserved Members' Day item. It was further highlighted that Councillor Leyland had the executive responsibility for skills and was appointed to the Greater Lincolnshire Local Enterprise Partnership (LEP). It was further considered that PSPS Limited should be involved as the recruiting arm for the Council.

A Member considered that a short scrutiny would be appropriate as a lot of schools were not utilising sixth form colleges.

The Chairman asked that this suggestion be further discussed by herself, the Vice-Chairman and Scrutiny and Policy Officer.

- 'Update ELDC planning policy to encourage/require integration of renewable energy sources into new build properties', pages 47 to 48 of the Agenda refer.

The Scrutiny and Policy Officer advised Members that following officer feedback, it was highlighted that input was welcome from all Members, however it was suggested that this was more appropriate for Planning Policy Committee to consider alongside the review of the Local Plan.

A Member asked that the word 'require' be taken out of the title as national legislation could not be required to do this. The Scrutiny and Policy Officer responded that this was the wording from the Member who had put the topic forward, and no work had been done on a draft scoping document, where the purpose would be made clear.

Following a brief discussion, the Chairman asked that a one-off session be held to discuss this, following which the feedback could be passed to Planning Policy Committee as an item for its Agenda.

A Member queried whether this topic could be integrated into the upcoming Carbon Scrutiny Panel. The Scrutiny and Policy Officer agreed to speak to the Councillor who put the suggestion forward and the Planning Policy and Research Service Manager to see if this could be incorporated.

- 'Broadband and phone connectivity in ELDC area', pages 49 to 50 of the Agenda refer.



The Scrutiny and Policy Officer highlighted that this item had been included as an item for a future Reserved Members' Day. A Member commented that there was a representative from Lincolnshire County Council who was well versed on not only broadband, but mobile phone connectivity and suggested that he be invited to update Members.

- 'Viking CCS (Carbon Capture Scheme)', pages 51 to 52 of the Agenda refer.

Following feedback from officers, the Scrutiny and Policy Officer advised Members that it was considered that the context was not right for this suggestion as a procedure was already formally in place.

A review of the Local Plan was currently underway, therefore when timely, Members would be notified and invited for their comments which would be incorporated into the response that the Council provided to the Inspectorate.

Due to the detail contained within the officer's feedback, the Scrutiny and Policy Officer advised Members that she would email the Councillor who put the topic forward plus Committee Members the detailed response that she received.

A Member fully supported this and commented that there was a lot of interest locally, and as it could potentially be dangerous considered that it was important for the Council to be involved.

## **25. ANNUAL JOINT SCRUTINY TASK GROUP FOR THE SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP:**

Rebecca James, Scrutiny and Policy Officer presented Members with the Annual Joint Scrutiny Task Group for the South and East Lincolnshire Councils Partnership report, pages 55 to 58 refer. A draft scope to frame the scrutiny was attached at Appendix A, pages 59 to 60 of the Agenda refer.

Members were advised that when the Partnership was formed it was agreed in the Memorandum of Agreement that there would be an annual joint scrutiny undertaken to review progress of the Partnership and to understand its effectiveness and the opportunities for its further development.

This report brought forward the proposed scope of that scrutiny and to seek a member appointment to the Task Group.

Members noted that the report was being considered by ELDC's Overview Committee, Boston Borough Council's Environment & Performance Overview and Scrutiny Committee and South Holland District Council's Performance Monitoring Panel.

The Scrutiny and Policy Officer advised Members that there was one ELDC place to fill on the joint scrutiny panel and she would be contacting Group Leaders to see if they had any Members to put forward from Committee.

Members were invited to put their comments and questions forward.

- A Member referred to the scoping template and queried the internal witnesses suggested (Leader/Deputy Leader/Chief Executive and other relevant officers) and queried whether a level of impartiality could be achieved. The Scrutiny and Policy Officer responded that in the previous year's joint scrutiny there were also junior members of staff, together with all Members across the Partnership that were surveyed which provided some very honest views. It was also highlighted that the draft scoping document was a starting point, and any suggestions were taken into consideration.

No further comments or questions were received.

Following which, it was

RESOLVED:

- That the scope at Appendix A to enable the scrutiny exercise to commence promptly in late September be agreed.
- That the appointment of one member from the Scrutiny Committee to join the Task Group alongside the Chairman and Vice-Chairman be agreed.

## **26. OVERVIEW AND SCRUTINY RECOMMENDATION TRACKER:**

Members were referred to the Overview and Scrutiny Recommendation Tracker, pages 61 to 72 of the Agenda refer.

Members were invited to review the tracker, in particular those highlighted in green to be closed and to put their comments and questions forward.

Overview Standing Reference Group – Sutton on Sea Colonnade Project.

Recommendation No 3, Pages 63 of the Agenda refers.

A Member commented that the impact on the coast due to the cost of living crisis and other factors was unascertained currently and considered that there was a need to have a full understanding on trips to the seaside to which the success of the whole colonnade relied on. Therefore, the redevelopment of the Broadway Car Park should be put back until the success of the colonnade was determined.

Recommendation No 4, page 64 of the Agenda refers.

A Member commented that he was concerned over the future management of the facilities as little information had been received with regards to this and would like to see the space and capacity of the resource for local cultural events.

Recommendation No 5, page 64 of the Agenda refers.

A Member highlighted that the Pleasure Gardens had originally been designed by a renowned landscape artist and were of national importance. It was considered that this required a qualified landscape gardener to maintain rather than handing over as a community project led by ELDC officers in partnership with the local gardening group and asked that this be reviewed.

A Member agreed that there appeared to be a reliance on a substantial amount of work being taken on by volunteers which were largely a group of retired people with no funding available whilst there was a significant cost saving to the Council.

To explore the issues surrounding caravan licensing and enforcement  
Scrutiny Panel

Recommendations No 1 to 18, pages 65 to 69 of the Agenda refer.

A Member commented that not all of the recommendations should be allocated to the Growth Directorate, in particular Recommendation No. 17, page 69 refers. The Scrutiny and Policy Officer responded that the recommendations were aligned with the directorate that was most appropriate in the first instance, however could be allocated elsewhere during the process if necessary.

The Chairman asked that Committee's comments and concerns be fed back, following which the Scrutiny and Policy Officer advised Members she would bring an update for queries raised back to the next meeting.

No further questions or comments were received.

Following which, it was

RESOLVED:

That the Overview and Scrutiny Recommendation Tracker be noted.

## **27. EXECUTIVE/COUNCIL FORWARD PLAN:**

Members were presented with the Executive/Council Forward Plan 2023-24, pages 73 to 80 of the Agenda refer and were invited for their comments.

Approval of the award and spend of funding from the UK Shared Prosperity Fund and Rural England Prosperity Fund, page 73 of the Agenda refers.

A Member requested that an update be provided on this, to include scoring mechanisms and who allocated the funding. The Assistant Director (Corporate) considered that due to a lack of clarity on this item, a briefing could be provided at a Reserved Members' Day and feedback from this could be presented to Committee.

Proposed Disposal of ELDC land, Humberston Road, Tetney, page74 of the Agenda refers.

A Member commented that this item had been on the Forward Plan for a long time and asked that the Ward Member be kept informed of any progress. The Assistant Director (Corporate) responded that he would make enquiries on this item.

To consider delegating to Lincolnshire County Council the authority to discharge all functions relating to pavement licences under the Levelling Up and Regeneration Bill, page74 of the Agenda refers.

The Assistant Director (Corporate) advised Members that all Ward Members would be kept informed of this, however was aware that this had recently been removed from the Forward Plan as there had been a change to legislation.

No further comments or questions were received.

Following which it was,

RESOLVED:

That the Executive/Council Forward Plan 2023-24 be noted.

**28. DATE OF NEXT MEETING:**

The date of the next Meeting was confirmed as Tuesday 5 September 2023.

The Meeting closed at 11.51 am.

# S&ELCP Customer Experience Strategy

ELDC Overview Committee  
25<sup>th</sup> July 2023

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South & East Lincolnshire Councils Partnership

Minute Item 22

# What is 'customer experience'?

- How people **feel** when they interact with us
- Not just customer services - interactions with all employees and partners
- Not static – constantly changing
- Preventing some interactions from occurring
- Helping customers to help themselves where possible



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South & East Lincolnshire Councils Partnership



**Working together to offer a clear and consistent experience**

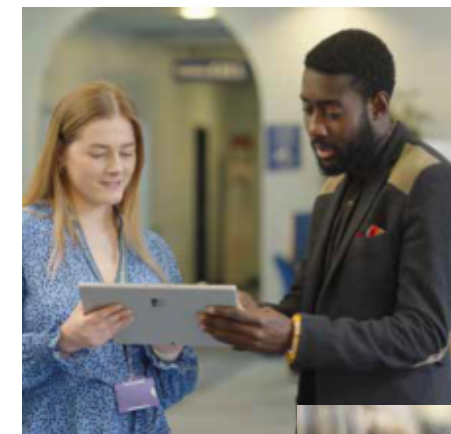
# Our people – our “customers”



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South & East Lincolnshire Councils Partnership

- Residents
- Customers
- Businesses
- Staff
- Charities
- Partners of the Councils
- Community Groups
- Tourists
- Local Authorities
- Government Departments



**Anyone who lives, works or visits our region or engages with us for any purpose**



# Why a strategy?

- **Society is changing and so is our way communicating**
- **Improve customer trust and demonstrate value**
- **Prevent needs from getting worse**
- **Access to information support health, wealth and wellbeing**



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South & East Lincolnshire Councils Partnership





# Development and engagement so far...



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*"Very useful document to have as 'point of reference', to be able to refer to for accountability"*

*"it is frustrating when you don't get through to the right person and passed around"*

*"could be at risk of promising too much – although good to be ambitious"*

*"good colours, eye catching and clear in describing consistent approach across 3 councils"*

*"did not understand why this was different from customer contact until read what you mean by customer"*





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**“YOUR CUSTOMER  
EXPERIENCE WITH  
THE SOUTH &  
EAST LINCOLNSHIRE  
COUNCILS PARTNERSHIP  
WILL BE SIMPLE,  
EFFECTIVE AND  
PEOPLE FOCUSED**

OUR VISION”

- Aligned to our values and behaviours
- Consistent standards
- Use of digital technology
- Customer focused culture
- Knowledgeable staff
- Flexible approach to meet customer needs



## **Outcome 1: An organisational culture that is people focused**

To design our services in such a way that makes them easy to access whilst delivering the right outcomes in the most efficient way possible.

## **Outcome 2: A simple, effective, and positive customer experience**

To deliver an improved, comprehensive and consistent experience, irrespective of how our customers interact with us

## **Outcome 3: Support that meets our customer's needs**

To create the environment, facilities and advocacy to support those that need it most.

**Update from Health Scrutiny Committee for Lincolnshire held on 19 July 2023.**

Please click on the link to access the Agenda [HSC Meeting - Agenda 19 July 2023](#)

**ACTIONS TO TAKE FORWARD BY OVERVIEW COMMITTEE**

1. In view of who now decides on water fluoridation (no longer LCC but the Minister of Health), the council to write to the area's Members of Parliament to ask for eastern Lincolnshire's situation to be reviewed by the Minister. It was agreed all three of the Partnership Councils should be making representations.
2. There will be a presentation on improvements to Boston Paediatrics on Tuesday August 1 at 6pm, so a consultation response can be made by East Lindsey councillors.

**Dental Services in Lincolnshire**

This update follows reports given in January 2023 and includes the impact of the closure of the BUPA Skegness Practice. The commissioning role for dental services now sits with the Lincolnshire Integrated Care Board, having transferred on April 1.

There is an annual plan set by the Lincolnshire ICB with a strategic direction with local decisions, where possible, whilst the current dental commissioning team is hosted by Nottingham and Nottinghamshire on behalf of the 5 East Midlands ICBs.

The current dental contract has limitations which impacts on the level of local flexibility. The contract was introduced in 2006, stopping dentists setting up on an ad hoc basis. Dental Activity payments were capped in the new contract and patients were able to visit any practice that had capacity to treat them. The changes led to many practices going private.

In the pandemic dentists were required to prioritise urgent dental care, vulnerable patients including children and anyone at higher risk of oral health issues. So there was insufficient capacity to carry out routine dental checks. However the backlog of patients needing help is now being reduced. NICE has stated that routine checks should be based on individual need as discussed with the practitioner and not on a six monthly basis.

East Lindsey is listed as having 12 practices with one able to provide NHS Orthodontic services. Louth and Skegness have practices which offer out of hours cover during, weekdays, weekends and some bank holidays. Help for people needing emergency care is signposted via ringing 111. People with special needs, for whatever reason, can access help in Louth.

Dental activity in Lincolnshire in May this year is 65%, whilst the Midland average is 78% and the national average 76%. In March the Lincolnshire figure had been 88% and the Midlands average 102%.

Private dentists are not included as they are not within the scope of the Lincolnshire IDB.

A procurement exercise is currently being undertaken to find a new dental practice for the Mablethorpe area and the team is in the final stages of this. Until then emergency care will continue to be delivered from the Marisco Medical Centre and this will continue until November.

Arrangements have also been made in Skegness to access dental care whilst a long term procurement plan is developed. Interim urgent dental care sessions have been commissioned for a 24 month period from July to incumbent providers within the locality - this could number 4380 patients per year. Urgent dental care sessions commissioned will be delivered from existing dental practices in Skegness, Louth and Woodhall Spa in addition to their current contract activity arrangements. "We continue to explore other options for additional activity and urgent dental care provision in Skegness and the surrounding area."

### **Fluoridisation in Lincolnshire**

Already over 6m people in the country have fluoride added to their water, so that is approximately 10% of the nation. From last November the responsibility of adding fluoride to our water transferred to the Secretary of State for Health and Social Care. Now authorities have to undertake a feasibility study - this reduces the technical challenges authorities suffered in the past given water flows don't necessarily follow county boundaries.

Already approx a quarter of a million enjoy artificially fluoridated water supplies in Lincolnshire, taking in Lincoln, Gainsborough, Market Rasen, Sleaford and Grantham. But Anglia Water is working on proposals to extend this area.

Building on the Lincolnshire Dental Strategy, in which improving oral health is a preventative measurement, there would be a measurable improvement, particularly where there are people at risk of developing oral disease, if fluoride was added to our water supply in eastern Lincolnshire. (Almost a quarter of five year olds suffer from tooth decay!) Fluoride is a safe and effective public health intervention and councils on the east coast, i.e. the partnership area, are encouraged to write to their MPs to encourage the Minister to investigate the possibility of Anglian Water extending its coverage to include East Lindsey, Boston and South Holland.

### **Consultation on mental health rehabilitation at Ashley House in Grantham.**

This was carried out from January 16 to March 31. Ashley House is a 15 bed, low dependency unit which has been closed since February 2021 as a result of the pandemic and staffing issues. In the meantime there has been a community service. Following numerous high level meetings, it has been recommended the facility closes indefinitely. The community rehab service is to be extended across a wider geography as it has been shown patients have achieved positive outcomes. It was agreed the closure should in this case then be made permanent. The community service will be extended building on what was learnt during the consultation.

### **Update on Adult Mental Health Services in the county.**

The Lincolnshire Partnership NHS Foundation Trust provides mental health services throughout the county and also provides some learning disability, autism and social care services in Lincolnshire.

The lasting impact of the Covid pandemic and the cost of living crisis has led to a rising demand for mental health services when people reach crisis point. The need for support has never been greater, which is reflected in the increase in referrals. With a view to improving patient experience working with partners is helping to assist people at different stages of wellbeing where people do not necessarily need to access specialist secondary mental health services.

The Trust admits whilst this support has increased, crisis and home treatment provision needs to be reviewed. Hence there is a robust evaluation and engagement exercise about crisis support in Lincolnshire. The county was chosen as one of 12 pilots to be early implementers of a transformation programme. Committed to treatment of care in the right place, in the right place and at the right time, there have been ambitious plans to transform how community services are designed, developed and delivered in an integrated way - with an emphasis on services being available within local communities.

This area has seen the development of Community Connectors and Hubs as well as Nightlight Cafes. There is also now a How Are You website, which is hosted by LCC, that brings together where and how support can be accessed. GPs are working to ensure clear pathways between services, some being available at local surgeries. Shine, the charity, is also working within this area. Waiting times are closely monitored to ensure waiting times are kept as short as possible.

Talking Therapies are now available for residents from 16 upwards with clear transition protocols for young people as they move into adult care at the age of 18. People aged 65 and over who present with new episodes of mental health issues generally have treatment within the community health services for older people.

There is now a 24 hour mental health helpline that people in difficulties can talk about their difficulties. It is delivered by Mental Health Matters and provides a listening ear and signposting. They can refer to one of the Crisis Teams, which are located at Boston, Grantham, Lincoln and Louth. Very urgent needs are seen within four hours and urgent needs within 24 hours. Boston has a 24/7 support mental health team through A and E. At Lincoln Hospital a patient can have a rapid assessment of their mental health needs in an appropriate safe environment. The changes have actually resulted in less attendance at A and E, these have been so successful further funding has been forthcoming. There is also a mental health practitioner working alongside Lincolnshire Police in their control room.

Two new Wards have now opened within the Peter Hodgkinson Unit at Lincoln County and these provide individual en-suite bedrooms, improved ward spaces and safe outdoor areas for people to access freely. These wards were designed after extensive collaboration with staff, patients, carers and stakeholders. Planning permission has also been granted for the Norton Lea site in Boston, which will replace Ward 12 at Boston Hospital. It will house the Boston crisis team.

Carers have not been forgotten and extra support for them is now being put in place.

Staffing levels impacted on the Psychiatric Intensive Care Unit and this was mothballed in October 2022 on the grounds of safety. The Trust now feels it has solved staffing problems to such an extent that this service will partially open in November, with a full re-opening in March 2024. There is a comprehensive programme to recruit and retain staff for all roles within adult mental care.

There has been substantial investment in mental health services over the last few years and the Trust will continue to review how services are delivered to meet the needs of our residents. Workforce continues to be the biggest challenge however and innovative ideas are being trialled. The agenda contains a list of all mental health services in the county and this is available on line.

## **Lincolnshire Acute Services Review - Urgent and Emergency Care and Acute Medicine Update.**

Lincolnshire Integrated Care Board's Director of Strategic Planning, Integration and Partnerships, Pete Burnett linked to the council to deliver the report. This review has been on-going since August 2017 and has been designed to maximise clinical, operational and financial sustainability.

He said that orthopaedics had now been consolidated at Grantham but a dedicated day-case centre at Louth County Hospital will be coming in the autumn. Stroke services are to be consolidated at Lincoln County supported by an enhanced community stroke rehabilitation service. Grantham and District Hospital's A and E service is to become a 24/7 Urgent Treatment Centre. Integrated community/acute medical beds at Grantham will be developed in place of the current acute medical beds.

Phase 3 of the implementation of new services will look at how Urgent Treatment Centres go forward to avoid duplication in service offering and ensure that services are fully integrated. It has been mooted that it might be better for United Lincolnshire to run the UTCs but no date has been put on when this might be implemented.

### **Paediatric Services at Boston**

It was reported that the committee have taken part in the consultation, which runs until September 4, and they have written to say they are pleased to note that nursing and medical recruitment has gone well so far and that this continues. The committee was satisfied that the model is in the best interests of children and their families in Boston and the surrounding area, as well as Lincolnshire as a whole. It was accepted that children with complex or specialist needs will continue to be transferred to tertiary or specialist centres but asked that the number of transfers from the unit continued to be monitored as a measure of impact on the local community.

### **Chairman's Announcements**

The October meeting will be changed to October 4.

He noted that the NHS Humber and North Yorkshire Integrated Care Board has approved the pre-consultation business case for the Humber Acute Services Programme and the scope will be urgent and emergency care and paediatrics. He added that certain services would be consolidated at Diana, Princess of Wales Hospital at Grimsby rather than at Scunthorpe, the cost of capital funding at the former was put at £25m, compared with £89m at Scunthorpe. Details of the changes to individual services are available on the July agenda.

A CQC report on the Hawthorne Medical Practice in Skegness following a visit on July 12 gives a rating of "requires improvement" but the practice is no longer in special measures with significant improvements having been made to the quality of care. Issues in need of improvement are: review of the practice nurse appointment system; prescriptions of steroids to asthma patients; recording of immunisation of all staff; review of patient safety alerts; uptake of cancer screening and childhood immunisation; establishing a patient participation group and analyse data from the telephone system to better meet demand.

Maz Fosh, Chief Executive of Community Health Services will stand down on July 31 after four years in the post. The LCHS and ULHT Trusts will, in future, share a Chief Executive and Andrew Morgan will take up the joint role from August 1. He is due to stand down next March, so the recruitment process for a new Joint Chief Executive will soon be underway nationally.