Tonbridge Forum 10 September 2012 Kent County Council - Update

KCC Budget Consultation

On **Thursday**, **6 September** KCC launched an eight week consultation on its 2013/14 budget proposals. In its document 'Framing our budget' KCC outlines how it plans to freeze council tax while still delivering excellent services and save money to meet the multi-million pound budget challenge. The document explains what the council is trying to achieve and draws attention to areas that it would particularly like your comments on.

The consultation finishes on **Thursday**, **1 November 2012** and if you would like to take part you can either:

- Email: budget@kent.gov.uk
- Reply in writing: Budget Consultation, Room 3.08, Sessions House, Maidstone, Kent ME14 1XQ.

To download a copy of the document and for more information visit: www.kent.gov.uk

Or contact:

James Harman, KCC Community Engagement Officer (Tonbridge & Mailing), Room G.37, Sessions House, County Hall, Maidstone ME14 1XQ.

Email: james.harman@kent.gov.uk,

Tel: 01622 694195.

Small changes to Household Waste Centres

Following a ten week public consultation which ended earlier this year, and a subsequent Cabinet Member decision, there are a number of small changes which will be coming into effect at KCC's network of Household Waste Recycling Centres from **Monday**, **1 October 2012**.

The information below briefly explains these changes but if you would like further information please visit: www.kent.gov.uk/hwrc.

- A limit on trailer size
- A limit on soil, rubble and hardcore
- A small charge for asbestos and lyres (specified sites only-North Farm is closest to Tonbridge)
- No vans or pick-ups (these sites are for household waste only)
- Vehicles over 2 metres in height (and less than 3.5 tonnes in weight)
 will qualify for a voucher to access the site for household waste only

Have Your Say

If you would like to have your say and get involved in KCC's consultations, please visit: www.kent.gov.uk/consultations

Tonbridge Forum 11h September 2012 .Kent County Council Service Updates

1) KCC Member Grants Update

Tonbridge and Malling County Councillors are now welcoming applications for projects under the Small Community Capital Grant & Local Schemes Grants. Over £60,000 in total is available and a deadline has been set for Friday Z6'h October 2012 for applications

There will also be the 3rd You Decide Public Event with £10,000 available for organisations operating in the Malling Central Area to have their proposals voted on by local residents. This event will be held on the 6'h of October at the Malling School.

Applications for all of the above can be obtained via the Community Engagement Officer James Harman (details below).

2) M25 Junctions 5 to 7 Managed Motorways Scheme

In the October 2010 Spending Review, the Chancellor announced that the M25 J5 to 6/7 managed motorway scheme will be prepared for start of construction before 2015, subject to the outcome of statutory processes.

Alongside the Budget announcement on the 21st March 2012, the Government confirmed that this scheme is planned to commence in financial year 2013/14. Since June 2008 we have been considering options to improve the traffic flow from Junctions 5 to 7. In January the Secretary of State decided that this section of motorway could be improved by the introduction of a system to replace the hard shoulder with a fourth running lane (otherwise known as Managed Motorways ·All Lanes Running). Since then we have been working on design arrangements to prepare for works to introduce this after the Olympics. Our aim will be to provide the minimum amount of improvements necessary to deliver the safe operation of Managed Motorways.

Public Information Exhibitions were held throughout July and August by the Highways Agency

For more information http://www.highways.gov.uk/roads/projects/5735.aspx

3) Kent Jobs for Young People

Kent County Council wants to double the number of apprentices in Kent building on our excellent work over the last few years. Employing an apprentice could cost as little as £60 per week with our grants or £100 without.

KCC have put aside £2 million from the Big Society Fund to help local employers to take on more young people as apprentices. Your business may be eligible to access grants of £2000 to take on an apprentice.

This grant will be available if your business meets our criteria and will in most cases combine with other national grants. This means in some cases you could receive as much as £4,275. To be able to receive the grant, businesses must be based in Kent have fewer than 250 employees (applies to units/departments in public sector and does not apply to social enterprises) have not taken on an apprentice for the last 2 years (This criteria does not apply if the candidate is 9+ months unemployed)

You can find out more by calling 0800 10 18 2 24 or by visiting www.kent.gov.uk/apprentice

4) KCC Fostering and Adoption Campaign

KCC launched their new Fostering and adoption websites last months as part of a new campaign to increase the sign up of foster carers in Kent. Tonbridge and Malting has been identified as one the areas where potential foster carers and adoptive parents are being sought.

KCC are looking to work with District and Parish Councils to help raise awareness of the campaign and to try and ensure local children and young people in care do not more too far away from their friends and schools.

People interested in fostering or adoption can telephone 0845 330 2968 or visit http://kentfostering.co.uk/ or http://kentadoption.co.uk/

5) New post-16 travel card available now

Students and apprentices who are over 16 are now able to apply for a new way to help with transport.

KCC's new Post-16 Travel Card comes into effect from the 1" of September and will offer bus travel across Kent for the year-for £10 a week. It offers the same benefits as KCC's popular Freedom Pass (for 11 to 16 year-olds), which is valid for bus journeys across the county, at all times, including holidays and weekends.

The card has been set up following consultation with Kent Youth County Council and a trial with students in Kent.

The Card scheme is exclusive to KCC and has a typical value of £750. The council will subsidise each Card to a value of £230, as part of its commitment to help young people stay in education or training. Cards will be in use this September in schools and colleges and will cost £520, equivalent to just £10 a week, for each student. Colleges or schools can choose to subsidise the cost further for some students - depending on the individual's financial circumstances.

Anyone currently in receipt of discretionary post-16 home to school transport will continue to get it until they leave their current school, college or work-based learning provider. No existing recipient will be disadvantaged. KCC is aware that help with travel costs is a key issue for young people remaining in education after the age of 16.

www.kent.gov.uk/roads and transport/getting around/travel by bus/kent 16 plus travel card.aspx

6) Fairer Deal for Council Tax Payers

KCC is working with Government for a new funding system which will offer a fairer deal for our council tax payers.

- South East residents face unfairly high levels of council tax as a direct result of low central funding for South East authorities. Inequitable grant allocations over many years have put increasing pressure on our council tax payers, with some of our residents having to pay 40% more than residents in London or metropolitan areas.
- Inadequate grants and lack of long term central funding commitments mean South East councils are unable to invest in key infrastructure that will help grow the economy. Figures show capital spending in London 3.3 times higher than in the South East. Our track record as the engine room of the wider UK economy is at risk if we do not invest in major projects that will help us drive the country out of recession.
- South East health spending per head in 2010-11 was the lowest in England, 30% below London and 12% below the national average. This differential puts the delivery of health services under extreme financial pressure and reduces speedy access to some services.

7) How we monitor our performance

There have been changes in national policy: comprehensive area assessment, the national indicator set, the government offices for the regions, the regional development agencies and the standards board have all been abolished. The passing of the Localism Act at the end of 2011 marked a further significant shift in power from Whitehall to local councillors and communities.

KCC continues to monitor the 'high risk' areas of work i.e. Safeguarding and Looked After Children via Ofsted and Care Quality Commission. KCC also has its own performance framework and produces a Quarterly Performance Report containing key areas of performance across the Authority, which is reported to Cabinet and is a public document. Performance Dashboards are now being reported to Cabinet Committees allowing them to scrutinise performance within each directorate. In addition to this Internal Audit also give an independent opinion on key areas of our business.

Quarterly Performance Reports can be accessed via - www.kent.qov.uk/your council/council performance/how our services perform.aspx

8) Public Health Changes on the way

The enactment of the Health and Social Care Bill gives KCC, as an upper tier Authority, a new duty "to take appropriate steps to improve the health of the people." Some 23 public health programmes/services will be transferring to KCC on the 1st April2013. The aim of the reforms are for Local Authorities to make a bigger impact on the health of the population and we have that aspiration in common.

As well as the Act introducing a generic duty, it also requires KCC to undertake a number of specific steps including:

- Establishing a Health and Wellbeing Board
- The development of an enhanced Joint Strategic Needs Assessment (JSNA) under the auspices of the Health and Wellbeing Board
- Commissioning Kent HealthWatch
- Assuming statutory responsibility for some of the key elements of the new national Public Health System
- Appointing (by statute) a Director of Public Health

The Act introduces a new national public health system consisting of four elements:

- National Commissioning Board
- Public Health England
- Clinical Commissioning Groups
- Upper Tier Local Authorities

In effect, this means that KCC becomes an integral part of this new national system providing locality-led leadership and oversight of public health (PH) in the County together with responsibilities for delivering some key public health services from the 1 April 2013. To support these new responsibilities the Authority will receive a ring-fenced budget and the transfer of most of the existing NHS staff currently working in public health in Kent (a similar process is underway with respect to Medway Council).

9) Library services for the future - Join the Conversation

Kent County Council is facing the challenge of delivering a comprehensive and efficient library service with reduced resources. KCC are moving into a more pro-active phase of the Future Libraries Services programme with the "Join the Conversation" campaign. There is a range of opportunities to show a new short film about the current service and opportunities for local people to join in the discussion.

We want to hear from people who have suggestions for how we can save money and still deliver the service by improving or changing how we do things.

There are three models that we have heard about so far:

- o Relocate to cheaper premises nearby
- o Reduce costs by bringing in others (eg Parish councils) to share space and costs
- o Discuss with local communities how they can take on and run smaller libraries

We would like to hear if anyone locally has any ideas about their library

In Tonbridge and Malting we have a Joint Advisory Panel and a smaller focus group has been set up to try and drive this agenda and will be meeting a number of time through late Summer/Autumn to try and reshape the service in the district and encourage new ideas and innovation.

www.kent.gov.uk/leisure and culture/libraries/future library services.aspx

10) Blue Badge Changes

More than 40 years after they were first introduced in 1970, Blue Badges are more valuable than ever for thousands of people who have mobility problems. However, while they have become increasingly valuable in allowing disabled people to park their cars in areas that would otherwise be off-limits, the badges have also become the focus of fraud. Now, in an attempt to bring in better controls and stop the badges being abused, the **Department for Transport** has told councils to make changes to the way they are issued.

As a result, the badges will only be issued following a local authority assessment and the charge for issuing rose earlier this year from £2 to £10. In contrast with the present system, which charges people to make an application, the £10 charge will only apply to those whose applications are successful.

Kent County Council is committed to supporting disabled people by having an effective permit system, and that £10 over three years remains good value for the flexibility that the Blue Badge offers.

www.kent.gov.uk/adult social services/your social services/getting out and active /disable d parking scheme.aspx

For more information on any of these subjects please contact: James Harman KCC Community Engagement Officer (Tonbridge and Malting) james. harman®kent.gov.uk 01622 694195



Patient Participation West Kent CCG Health Network

Natasha Wright

Patient Experience & Engagement Manager



Significant changes in NHS

- Closure of Primary Care Trusts, as the lead commissioning organisations of health services.
- Introduction of Clinical Commissioning Groups (CCGs).
- CCGs clinically-led organisations, made up of local GP practices who will all have a say in what healthcare services are commissioned within their locality.



CCGs need to be able to show how they will ensure inclusion of patients, carers, public, communities of interest and geography, health and wellbeing boards and local authorities.

CCGs need to promote shared decision-making with patients, about their care.

Developing clinical commissioning groups: towards authorisation, DH, September 2011.



CCG Health Networks

- West Kent launched its Health Network in 2007 811
 Members (this includes representatives from vol orgs so effectively larger membership)
- From April this year recruiting/transferring to CCG Health
 Networks DGS and West Kent
- West Kent 152
- DGS 85
- Recruitment through PPG events, current Health Network and promoting at existing forums.



Benefits of being part of the CCG Health Network

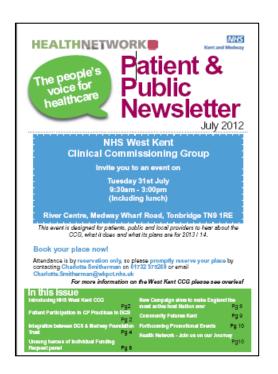
- Receiving the HealthNetwork Newsletter
- Being invited to attend events and meetings
- Receiving updates about the changes with regards to the new CCGs
- Having an opportunity to share views on local health care services.





CCG Health Networks - Newsletter









Patient Participation - Overview

- PPG events
 - West Kent PPG event 27th April DGS PPG event 30th May
- PPG Chair event West Kent 18th July
- CCG Launch Events DGS 17th July
 West Kent 31st July
- Forthcoming event West Kent CCG
 Public Event 9th October





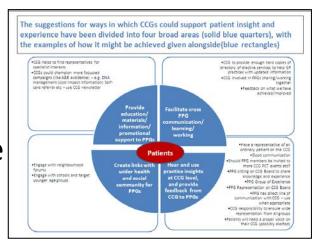
PPG Events

- Patients, members of the public and GP practice staff came together to share ideas and build on best practice in patient participation.
- Working groups were asked to consider how Patient Participation Groups and the CCG could:
- Support the gathering of 'Patient insight and experience' and
- Support 'Patient self-care'.



PPG Events – Over-arching issues

- Embrace modern technology use of websites, text messaging, skype etc
- Funding/practical support for PPGs
- Have specialist focus groups
- Having the full support of GPs within the practices, "of all our hard to reach communities, they are the hardest"
- Securing investment/ funding/ practical support, e.g. admin help for the PPG





Example of how to get involved: Achieving excellent care in a mental health crisis



- NHS Kent and Medway and Kent and Medway NHS and Social Care Partnership Trust are undertaking a joint consultation from July 26 – October 26 2012.
- Not everyone in Kent and Medway has access to an equally good hospital service.

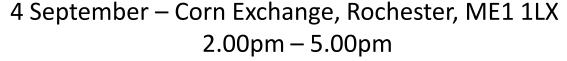
Achieving excellent care in a mental health crisis

- NHS proposals aim to improve patient's experience of mental health crisis care by:
- Strengthening community based crisis resolution and home treatment teams
- Developing three centres of excellence for people in a mental health crisis
- Expanding the psychiatric intensive care outreach service county-wide
- Concentrate stays for psychiatric intensive care in one purpose-built hospital unit



Achieving excellent care in a mental health crisis – Get Involved!

- All documents can be viewed via the following link <u>http://www.kmpt.nhs.uk/acute-mental-health-review</u>
- To give everyone a chance to discuss our plans and answer any questions we will be holding events on:

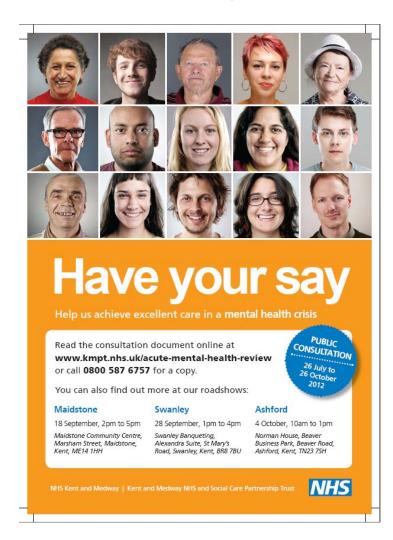


- 18 September Maidstone Community Centre, Maidstone, ME14 1HH 2.00pm 5.00pm
- 28 September Swanley Banqueting , Swanley, BR8 7BU 1.00pm 4.00pm
- 2 October The King Charles Hotel, Gillingham, ME7 5QT 6.00pm 9.00pm
- 4 October Norman House, Ashford, TN23 7SH 10.00am – 1.00pm



Achieving excellent care in a mental health crisis – How you can help

- Please raise awareness!
- Display our 'Have your say' screen saver at your organisation
- Display our posters copies available today
- Attend an event
- Advertise our events in your newsletters, websites etc



For further information please do not hesitate to contact me

Natasha Wright

natasha.wright@wkpct.nhs.uk

01732 375200 ext 5415





Your hospitals Your care



Terry Coode, Director of Corporate Affairs Alan Hewett, Transport Co-ordinator

Our Values

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espect

nnovation







We always put the patient first

We respect and value our patients, visitors and staff

We take every opportunity to improve services We aim to deliver high standards of quality and efficiency in everything we do

We take every opportunity to enhance our reputation

We:

What do they mean?

How do we deliver them?

- ensure patient safety is our top priority
- are courteous and friendly
- keep patients and families informed
- ask people how they
- offer help to those who need it.

We:

- are open, honest and polite
- act with discretion
- seek the input of others and respect their opinion
- contribute to meetings and discussions
- take time to explain our views
- are one team, we collaborate and help.

We:

- share ideas for improvement
- review the way things are done
- embrace change
- look out for good ideas used elsewhere
- share our successes
- identify better approaches and implement them.

We:

- · work hard to meet our objectives and targets
- keep our promises
- follow agreed policy and good practice
- manage time efficiently
- identify ways to reduce costs
- · do not tolerate poor performance.

We:

- · always do our best and encourage others to do the same
- · challenge cynicism and rumour
- · act positively to feedback
- adopt high standards of conduct and integrity
- undertake training to develop and improve
- share good news.



Corporate Social Responsibility

Policy commitment to good citizenship:

be open and transparent with the people we serve and with partners

- be involved in and support local communities and organisations
- reduce our carbon footprint

Please give me your ideas – t.coode@nhs.net

Tunbridge Wells Hospital is a year old this month

Patient benefits

- Mortality improvements seen from day one
 - Patients treated in centres of expertise
 - Seen and operated on by consultants more of the time
 - Increasing surgical subspecialisation
- More maternity choices and enhanced facilities for parents
 - Maidstone Midwifery-led Unit is flourishing
- No mixed sex breaches hundreds at K&S
- Getting to grips with new systems



What are our patients telling us?

Across our hospitals

- Over 4,000 real-time patient surveys this year (Jan to August)
- 90% of patients are happy with their experience
- Friends and Family test introduced
 - Over 1,800 patients in June, July and August asked if they would recommend MTW 98% said they would

And saying about us...

MikeKulezich 12:58pm via Twitter My thanks to all the amazing people in Tunbridge Wells Hospital, A&E plus MAU, thank you again. My Pneumonia is on the mend



FilKamps Sep 4, 4:55pm via Twitter So much love for Mr Blinkho at Maidstone hospital audiology. Absolute hero, goes above and beyond.

Transport

- £2.1 million on bus services
- Supporting voluntary car services £27,000 this year
- On-site car parking
- Patients can also benefit from -
 - MTW transport service if too unwell to travel
 - Financial help if in receipt of benefits
 - Car park concessions

PFI

- PFI only available option no PFI, no hospital
- Passed national checks economy has changed
- Qualified for Government financial support
- International interest in new hospital design
- Not on the brink of bankruptcy NHS hospitals face financial challenges. PFI makes this harder for us



Foundation Trust Status

- Foundation Trust Status in 2013
- 15,000 members join us
- Improving engagement become a facebook friend
- Improving information read about us [Patient First]
- Follow MTW on Twitter comment about us!



@MTWnhs
#patientfirst
www.twitter.com/mtwnhs

www.facebook.com/mtwhospitals

10 September 2012 Local Health Projects

TONBRIDGE FORUM

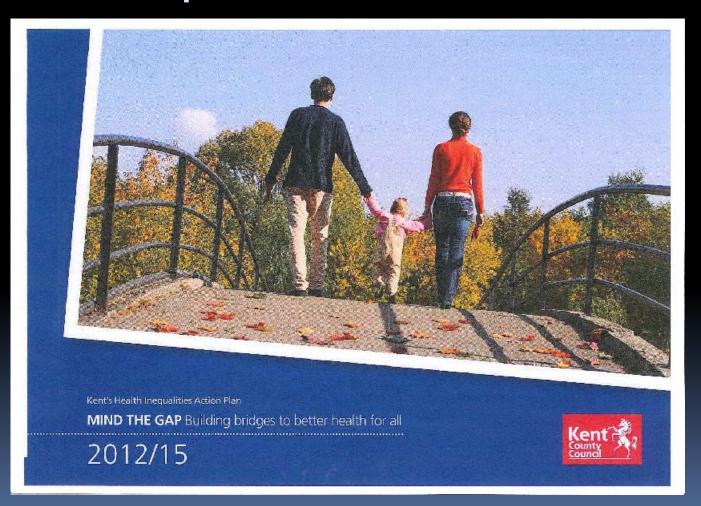
"Mind the Gap" Kent Health Inequalities Strategy

Aims:

To reduce the life expectation gap between people living in our poorest and wealthiest communities.

In TMBC the gap is – 7.2 for men and 5.4 for women

Mind the Gap - Kent's Health Inequalities Action Plan



Where do we focus?

- III-health prevention
- Cardio-vascular and pulmonary diseases
- Certain types of cancer
- Obesity
- Improving mental health and well-being

Local Health Improvement Projects

Delivery programme is split into three key areas as prescribed by the PCT:

- Healthy Living Centre initiatives
- Healthy Weight
- Mental Health and well being and community lead programmes

Virtual Healthy Living Centre

Heidi Gould – Healthy Living Co-ordinator

Strong links with health partners

 Aim to deliver effective health improvement work across the borough

Initiatives

DoH Change 4 Life campaign
Kent wide Healthy Passport Club
Five a day
DoH Alcohol units



Virtual Healthy Living Centre Main activities

- Community Health and Wellbeing days
- Cook and eat sessions
- Healthy Walks
- Mental Health and Wellbeing Jasmine
- Be True magazine Platform 51
- Community veg bag scheme

Healthy Weight

Adult weight management – LSBU

Family weight management – Heidi

Adult Weight Management

- Lighter Lifestyles Weight Management programme – 2 years
- Angel Centre and Larkfield Leisure Centre
- GP referral scheme plus self-referral
- BMI excess of 28
- Lifestyles questionnaire
- Aim 20% referred customers achieving a weight loss of between 5 and 10% over a 2 year period
- 2012/13 so far 107 participants

Family Weight Management

- Aimed at families with overweight/obese children
- Referrals via School Nurses, GP's or selfreferred
- MEND programme 10 week programme
- Go 4 It programme
- Monitored for two years post completion



Mental Health and Community Lead Programmes

- Link to the work of the Community Safety Partnership
- Community Health and Wellbeing days
- Business Health and Wellbeing days
- Jasmine project mental health in women

Mental Health and Community Days

- Smoking referrals
- Diet and exercise
- IBA's alcohol and substance misuse referrals
- Projects to tackle underage drinking in public places



Workplace health and well being

- Target workplaces with manual workers between 45 and 65
- Content similar to Community Days
- Next event on 9th October at Morley Road Industrial Estate