



NORFOLK 0-19 YEARS HEALTHY CHILD PROGRAMME (NHCP) COMMISSIONERS' AND STAKEHOLDERS' BRIEFING Third edition

Phase 1 of the NHCP commenced on 1st October. This briefing is for Commissioners and Stakeholders to update you on the transition to the new service. Please use your cascade routes to distribute it amongst your networks.

BACKGROUND

Healthy Child Programme services (Health Visiting, School Nursing, Family Nurse Partnership, Vision and Hearing screening, Healthy Weight and Healthy Schools) have been delivered under a number of contracts across the county.

The new NHCP integrates these services into one 0-19 year's pathway for the first time. It is an outcomes based service focusing on twenty outcomes, with payment mechanisms in place to ensure a quality service.

Cambridgeshire Community Services NHS Trust (CCS) has been awarded the contract following a competitive dialogue procurement process. The new NHCP contract is for five years with the potential to extend for two further 2 year periods. The new model will also directly contribute to Norfolk County Council priorities by creating **real jobs**, **developing technological infrastructure** to improve access to the service, contributing to an **excellence in education** by improving school readiness, and **supporting vulnerable people** by focusing on those most in need and at risk.

The commencement of the programme will be staged:

- Phase One: East Coast Community Care (ECCH), Healthy Schools and Community Sports Foundation started as scheduled on 1st October 2015
- Phase Two: Norfolk Community Health and Care (NCH&C and the school nursing team based at the James Paget Hospital) will commence on 1st November 2015

Until the new NHCP service comes into effect, all issues, including those of safeguarding, remain the full responsibility of the existing Providers and/or Commissioners.

STAFFING

CCS' Interim Operational Lead (Anne Foley) and Service Director (John Peberdy) have engaged with a range of operational managers and spent time with a variety of teams and staff from NCH&C and ECCH to plan for and ensure a safe transfer of services and staff.

Staff from ECCH safely transferred to CCS NHS Trust on 1 October 2015. Matthew Winn, Chief Executive; Anne Foley and John Peberdy visited bases in Great Yarmouth on 1 and 2 October 2015 to personally welcome staff transferring from ECCH to CCS.

A Joint Operational CCS and NCH&C Group continues to meet to oversee the safe transfer of NCH&C staff and services on 1 November.

CCS is delighted to confirm that, following interviews and an extremely strong field of candidates, appointments have been made to the Service Manager and the Named Nurse Safeguarding posts. Employment checks are underway and details of the successful candidates will be shared as soon as possible.

In the interim:

- CCS has agreed with ECCH that Ali Jennings, Named Nurse – Safeguarding Children will continue to provide this role through to the end of December 2015
- CCS is finalising interim arrangements for the Named Nurse Safeguarding Children role to cover the NCH&C area from 1 November and will update you in the near future
- Anne Foley will continue to provide the interim Operational Lead role.

The ECCH TUPE consultation concluded prior to the transfer of staff to CCS and the NCH&C TUPE consultation closes on 8 October. CCS has held consultation 1:1s and clinics with staff from both organisations.

Induction welcome events and mandatory training days have been designed and scheduled. The first of these for staff transferring from ECCH will take place on 8 October. To compliment these events, a Welcome Pack has been issued to ECCH staff ahead of their transfer and will be issued to NCH&C staff prior to 1 November.

COMMUNICATIONS

In recent weeks, a series of communications from CCS have been issued to operational partners, stakeholders, staff and users of the service. These have included:

- NCH&C Joint Staff Message
- ECCH Joint Staff Message
- Letter to Service Users
- Letter to Stakeholders

CCS has continued to meet with representatives from partner organisations to present their service model and begin to develop working relationships. Meetings which have taken place in addition to those outlined in our last update include with:

- Momentum
- Norfolk and Norwich University Hospitals NHS Foundation Trust
- James Paget University Hospitals NHS Foundation Trust
- Norfolk Health Safeguarding Children Advisory Group
- Norfolk District & Borough Councils and Public Health Group
- Norfolk County Council managers responsible for Children's Centres and Early Help Hubs

CCS has meetings arranged in October with the following:

- Ormiston Trust
- Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust

ACCOMMODATION

CCS' longer term plan is to locate bases within six locality areas to mirror the early help hubs and support co-location and closer working wherever possible. Therefore, CCS will continue discussions with the local authority, district councils and children's centres.

ECCH has confirmed that staff can remain in current premises (Universal House or Europa House) and will provide the managed IT support (including continued use of mobile devices and phone handsets).

A list of premises which CCS would like to continue to provide staff bases from has been agreed in principle between CCS and NCH&C (subject to agreeing the conditions of the lease/licence agreements).

CCS is having positive discussions with the landlords of a number of Children's Centres and hopes to be able to confirm continued accommodation on these sites in the near future.

In a small number of cases, staff accommodation will change. These moves are in line with CCS's longer term vision as outlined above.

CCS will write to you directly with final details on accommodation in the near future.

MANAGEMENT OF THE TRANSITION AND THE PROGRAMME

A formal governance structure to ensure a safe and timely transition of services has been in place since the contract was awarded. The monthly Transition Board, supplemented by regular Checkpoint meetings, acts as a forum for joint problem solving and the early discussion of issues between Norfolk County Council, NHS England and Cambridge Community Services NHS Trust. When the contract commences, the Transition Board will become the Partnership Group and will address the following points:

- Have users been properly engaged in the process
- Have all standards of safety and clinical quality, been considered and addressed?
- Have all opportunities for delivery of services in a locality setting been explored?
- Have all opportunities for working in partnership with local partners been considered?
- Have all opportunities for improvement been explored and once identified action plans agreed?
- Have all areas of risk been identified and management actions initiated and assigned?
- Have all other relevant regulatory or best practice frameworks been fully accounted for?

Key relationships with the following will be established

- Norfolk Health and Well Being Board;
- Children and Young People's Strategic Partnership – Health Sub Group
- Joint Commissioning Forum;
- Family Nurse Partnership (FNP) Advisory Board;
- Clinical Commissioning Group(s); and
- Child Health & Maternity Network.

NEXT STEPS

Once NCH&C staff have transferred on 1 November, CCS will run a series of team events so staff from NCH&C/ECCH can meet each other and CCS CEO/managers/corporate leads to discuss shared priorities, Year One aims, and continued staff engagement.

CCS will also continue to meet with representatives from stakeholder organisations to ensure you are engaged in and informed about future service developments.

OTHER NEWS

The new Director of Public Health, Dr Louise Smith, started on 1st October 2015.

FUTURE BRIEFINGS AND MORE INFORMATION

Commissioner Briefings are to be updated and distributed monthly.

Any issues you feel we need to be aware of regarding risk during transition please raise with the NCC Public Health Children and Young People's HCP Commissioning team (with regards to commissioning of the service) or Cambridgeshire Community Services NHS Trust's HCP Provider Team (with regards to the operational service).

NCC Public Health CYP Team Contact: Sally Newby (sally.newby@norfolk.gov.uk HCP Public Health Project Officer) Tel: 01603 638484 *If you would like to be added to the key stakeholder list for commissioning updates please just let us know.*

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