

Public Document Pack

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A meeting of the **Overview & Scrutiny Committee** will be held in Committee Rooms, East Pallant House on **Tuesday 4 July 2023 at 2.00 pm**

MEMBERS: Mrs D Johnson (Chairman), Ms B Burkhart (Vice-Chairman), Mr J Brookes-Harmer, Mr C Hastain, Ms O Hickson, Ms E Newbery, Mr H Potter, Ms S Quail, Mrs S Sharp, Mr C Todhunter and Mr J Vivian

AGENDA

- 1 **Chairman's Announcements**
Any apologies for absence will be noted at this point.
- 2 **Minutes** (Pages 1 - 17)
To approve the minutes of the Overview and Scrutiny Committee meeting held on 17 January 2023.
- 3 **Urgent Items**
The Chairman will announce any urgent items that due to special circumstances are to be dealt with under the agenda item below relating to late items.
- 4 **Declarations of Interests**
Members and officers are reminded to make any declarations of disclosable pecuniary, personal and/or prejudicial interests they may have in respect of matters on the agenda for this meeting.
- 5 **Public Question Time**
The procedure for submitting public questions in writing by no later than noon 2 working days before the meeting is available [here](#) or from the Democratic Services Officer (whose contact details appear on the front page of this agenda).
- 6 **Overview and Scrutiny Committee 2022-2023 Annual Report and 2023-2024 Work Programme** (Pages 19 - 30)
The Committee is asked to consider the report and its appendices and make the following recommendation to Full Council:

The Overview and Scrutiny Committee is requested to consider and agree its 2022-2023 Annual Report and the 2023-2024 Work Programme and to recommend them to the Council for noting.
- 7 **Coastal Partners Monitoring Report** (Pages 31 - 34)
The Committee is requested to consider the report and make the following recommendation:

The Committee notes the completion of the project to join Coastal Partners in order to provide coastal and land drainage services and the associated transfer of the Council's staff and provides any comments.

- 8 **Social Prescribing Evaluation Report 2022-23** (Pages 35 - 50)
The Committee is requested to consider the report and its appendix and make the following recommendation:

The Committee notes progress and outcomes to date for the Social Prescribing service.

- 9 **Late Items**
Consideration of any late items as follows:

- a) Items added to the agenda papers and made available for public inspection.
- b) Items which the Chairman has agreed should be taken as matters of urgency by reason of special circumstances reported at the meeting.

- 10 **Exclusion of the Press and Public**
The Committee is asked to consider in respect of the following item(s) whether the public, including the press, should be excluded from the meeting on the grounds of exemption under Parts I to 7 of Schedule 12A of the Local Government Act 1972, as indicated against the item and because, in all the circumstances of the case, the public interest in maintaining the exemption of that information outweighs the public interest in disclosing the information. **The reports dealt with under this part of the agenda are attached for members of the Overview and Scrutiny Committee and senior officers only (salmon paper).**

Or

There are no restricted items for consideration.

NOTES

1. The press and public may be excluded from the meeting during any item of business where it is likely that there would be disclosure of "exempt information" as defined in section 100A of and Schedule 12A to the Local Government Act 1972.
2. Restrictions have been introduced on the distribution of paper copies of supplementary information circulated separately from the agenda as follows:
 - a) Members of the Overview & Scrutiny Committee, the Cabinet and Senior Officers receive paper copies of the supplements (including appendices).
 - b) The press and public may view this information on the council's website here [here](#) unless they contain exempt information.
3. The open proceedings of this meeting will be audio recorded and the recording will be retained in accordance with the council's information and data policies. If a member of the public enters the committee room or makes a representation to the meeting, they will be deemed to have consented to being audio recorded. If members of the public have any queries regarding the audio recording of this meeting, please liaise with the contact for this meeting at the front of this agenda.
4. Subject to the provisions allowing the exclusion of the press and public, the photographing, filming or recording of this meeting from the public seating area is permitted. To assist with the management of the meeting, anyone wishing to do this is asked to inform the chairman

of the meeting of their intention before the meeting starts. The use of mobile devices for access to social media is permitted, but these should be switched to silent for the duration of the meeting. Those undertaking such activities must do so discreetly and not disrupt the meeting, for example by oral commentary, excessive noise, distracting movement or flash photography. Filming of children, vulnerable adults or members of the audience who object should be avoided.

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Minutes of the meeting of the **Overview & Scrutiny Committee** held in Virtual on Tuesday 17 January 2023 at 2.00 pm

Members Present: Mrs C Apel (Chairman), Mrs T Bangert (Vice-Chairman), Mrs N Graves, Mr A Moss, Mr D Palmer, Mr C Page, Mr H Potter, Mrs C Purnell and Mrs S Sharp

Members not present: Mr G Barrett, Mr T Johnson and Mrs S Lishman

In attendance by invitation:

Officers present:

102 **Chairman's Announcements**

Apologies were received from Cllr Barrett.

103 **Minutes**

RESOLVED

The minutes of the meeting held on 15 November 2022 were agreed as an accurate record.

104 **Urgent Items**

There were no urgent items.

105 **Declarations of Interests**

There were no declarations of interest.

106 **Public Question Time**

Public questions were received from:

Mr B Garrett, Mr A Sargent, Mr L Searle, Cllr A Kerry-Bedell and Mr R Bailey.

These question responses are incorporated within the next item.

The Chairman welcomed Dr Toby Willison, Director of Quality and the Environment at Southern Water; Mr Tom Scott-Heagerty from Natural England; and Michael Turner from the Environment Agency.

The following questions were received from members of the Committee and the public. The answers provided by Southern Water follow:

Please note that the questions have been grouped together in topics for easier reference.

Planning

What can SW do to prevent housing developers connecting to their network where it is known that by adding new housing this will exceed capacity as defined in CDC 2020 Position Statements?

We have a duty to enable developments to connect to water and wastewater under the Water Industry Act 1991. Water companies do not have the right to refuse connections.

There is currently a proposal to implement Schedule 3 of the Flood and Water Management Act. This would enable us to refuse a connection where surface water has not been eliminated from reaching the sewer. We are closely monitoring progress of this proposal. However, this would not apply to foul water only connections which we would still have no right to refuse.

Under the previous regime at Southern Water the Chief Executive told a leading harbour stakeholder that: "The development plans within the Emerging Local Plan are madness for the harbour." Considering the current discharge into the harbour over recent weeks what is the current view of Southern Water?

Generally, it falls to the Local Planning Authority to determine what development they support in their area. If it is in their Local Plan and planning permission is given, we are then obliged under our statutory duties to provide the services for water and wastewater.

We are statutory consultees for Local Plans and provide detailed evidence in the Chichester area on our networks and participate in the Water Quality group, as well as attending a range of ad hoc meetings to support the Council as much as possible.

Since 2017 Southern Water have declined to make such comments on the Planning Applications so what has changed?

When we receive planning applications for consultation, then we will provide comments. However, unlike the process for Local Plans, we are not statutory

consultees at this stage in the planning process. We need specific details on any cases which have not received a response. Please forward further details to southernwaterplanning@southernwater.co.uk and we will be happy to provide a response.

Of recent concern a Planning Application was presented to the Planning Committee regarding an application to increase the number of units on a development site from 1 single dwelling to 8 large apartment units. The site is served by the Apuldram WTW which has no further capacity, but Southern Water were not consulted on this application. If presented with this application what would Southern Water's response have been?

Water companies, including Southern Water, are not statutory consultees for planning applications. It is not unusual for the Council to decide not to consult with us.

For clarification, capacity at the WWTW is not the same as capacity within the network. We consider large scale investment for WWTW based on Local Plan information and an appraisal of Population Equivalent growth predictions. This is part of our Asset Management Plan (AMP) cycle. We may then invest in the WWTW to increase its capacity or install a pipeline to transfer the waste to another site which has capacity, as we did with the Tangmere pipeline.

For each individual application the consideration is whether there is sufficient capacity in the local network, i.e., the pipes that carry the foul water to the WWTW. For a small development of less than 10 units the increased flow is marginal, however if there are larger developments in the area any growth plans identified would be planned to allow for future need so would include plans for additional capacity which would accommodate for this type of site.

We are currently in the process of updating how we respond to planning applications when consulted to provide a pack which is more accessible to all audiences when they are made publicly available.

Since the introduction of Nitrate Neutrality measures endorsed by Natural England to compensate for Nitrate production created by new developments, we have seen alarming areas of good quality agricultural land taken out of valuable food production to facilitate these neutrality measures. How long can this go on?

The Position Statements on Nutrient Neutrality are from Natural England. Our role is to identify where upgrades to our WWTW will improve the situation and implement the work.

If the proposed amendments to the Levelling Up and Regeneration Bill are approved there will be a requirement for wastewater treatment plants in all areas with Position Statements in place, to upgrade to Technically Achievable Limits (TAL) which will reduce the levels of nutrients in our treated effluent where TAL has not already been achieved.

Even with the latest available technology, there will still be a residual level and further innovation will be needed within the water industry to improve this.

In some areas, wetlands are being proposed to tackle the remaining nutrients in a more natural way. We are supporting some these proposals when appropriate, although they are generally at an early stage.

Change of use proposals are subject to planning permission, so it is within the gift of the LPA to determine what is appropriate for their area.

Work is already starting on huge developments in Arun which will feed into the Pagham Works; this is simultaneous with 120 more houses in the course of construction in North Mundham, with a further number to come – this in a community of about 600 dwellings. Can we be assured that major works needed by SW Water to accommodate these extra properties will be in place in time? Building is already in progress.

Wastewater from the parish of North Mundham is treated by our Pagham Wastewater System, at our treatment works at Summer Lane Pagham.

The DWMP includes thorough risk assessments, which identified the main risk to be that of nutrients in Pagham Harbour, an internationally designated site. Our focus is to investigate these issues, particularly the impact on the sea grass in the Harbour.

Details of the system:

[*pagham-system-map.pdf \(southernwater.co.uk\)*](#)

The detailed long-term investment needs identified in our draft DWMP:

[*pagham-pagm-ineeds.pdf \(southernwater.co.uk\)*](#)

What pressure is SW putting on Government to become a statutory undertaker on new housing developments and appeals?

For water companies to become statutory consultees in medium and large-scale planning applications, the Secretary of State for Housing, Communities and Local Government must make a policy amendment. The list of statutory consultees is under continual review and whilst organisations or bodies might not be statutory consultees on planning applications, it is suggested that we work proactively with local councils to identify developments where they might have an interest and comment on proposals within the statutory public consultation period.

The decision to grant or refuse a planning application ultimately rests with the local planning authority, who will consider all relevant planning considerations. You can find full information on how we work with planning authorities here:

[*how-we-engage-in-the-planning-process.pdf \(southernwater.co.uk\)*](#)

What is the SW view of how sewage capacity be calculated in the future, given the limitations of EA DWF methods due to climate change and increasingly high and frequent rainfall events that regularly inundate sewers and sewage works? And

Is SW lobbying for a change in the way that sewage capacity is calculated, given the known limitation of using Dry Weather Flow methods that indicate capacity in areas when there are less residents at home in summer?

Changes to network and capacity calculations would need to be proposed by the asset team, and accepted by OFWAT regulators as part of the [PR24 price review](#).

Bosham, Sidlesham and Loxwood sewage works were 9% to 12% over their EA permit flow limits during 2021, what plans does SW have to address this regarding capacity A) pre 2025 and B) post 2025? and

What action is being taken at Bosham and Sidlesham given both were over their EA DWF Q90 permit limit in 2021?

In Bosham, we are considering options to remove surface water/inundation. There will also be an increase in the Dry Weather Flow (DWF) permit should the Highgrove Farm development gain consent and be included in the Local Plan.

In Sidlesham, infiltration reduction works are underway. There is also a growth scheme planned to increase permitted dry weather flow (DWF) caused by increased population.

In Loxwood, network reinforcement works are taking place in partnership with Thames Water. As with Sidlesham, there is a planned growth scheme to increase permitted DWF due to increase in population.

Water quality/Environment

With the risk of microplastics in our environment and in our food system and subsequently in our blood, what actions are all the organisations taking to keep people, our food chains and our environment safe?

We have a Plastics Policy and are engaging in research and development in this area. We have a Plastics Policy which is found here:

[Plastic pollution \(southernwater.co.uk\)](#)

[plastics-policy.pdf \(southernwater.co.uk\)](#)

What can be done to restore public confidence in Beachbuoy? With independent analysis of water quality highlighting issues, who can the public trust?

We are committed to working closely with groups of coastal water users, so that there is a greater understanding of the scientific methods, conclusions, and process.

Professor David Kay of Aberystwyth University is currently working on an independent review of Beachbuoy and how the data is collected and communicated.

This was due to be published on the 14th February, however the report publication is currently delayed to incorporate feedback from stakeholders.

Due to threats to water supplies and changing temperatures can we be sure that there are sufficient long-term, high-level plans to ensure that future generations will have sufficient food and access to safe water?

*This is set out in our Water Resources Management Plan. The draft plan was under the consultation period until 20th February 2023
<https://www.southernwater.co.uk/our-story/water-resources-planning/water-resources-management-plan-2020-70>*

Southern Water has a long-term strategy for meeting future demand for water across our entire supply area. This is set out in our Water Resource Management Plan (WRMP) which was published on 3 December 2019. All water companies must publish these plans every five years and they set out forecasts for water supply and demand for the next 50 years, and then information on the solutions needed to ensure we maintain wholesome supplies to customers.

In developing our plan, we have considered available surface and groundwater resources, the impacts of climate change and the needs of the environment. We based the core of our demand forecast on planned housing growth numbers from the published Local Area Plans and we have further extended these forecasts to 2069-70.

We recognise that the future is uncertain and so in our plan we have accounted for a wide range of possible scenarios for drought, climate change, population growth and water efficiency including looking at how we can maintain supplies through extreme drought events well beyond those known historically.

Flooding

Considering the amount of rainfall, we have had recently and the amount of flooding locally, what measures have been taken to unblock drains?

We have a regular maintenance plan in place to clean and clear the network and will always react to any emergency situations as they occur.

Cleaning and maintenance of highways drains is managed by the local Highways Authority.

CSOs, wastewater and Pathfinder projects

What part are reed beds playing in Southern Water's plans for increased biodiversity and purifying water before release into the environment?

The UK has lost 90% of its wetlands in the last 100 years and 50% of English waterbodies are failing targets for Phosphorous. We believe that integrated wetlands

provide the best solution for catchments overwhelmed by groundwater flow. They are a proven, natural mechanism for nutrient removal and are beneficial for biodiversity and community value. We plan to build 13 wetlands across the region between 2025 and 2030.

There is clear evidence given at a Chichester Harbour Conservancy Symposium that serious harm is being done to the marine life in the Harbour and surrounding coastline due to raw sewage being discharged into the Harbour. A consortium of Universities, namely Southampton, Portsmouth, Brighton and Le Harve, have conducted detailed experiments which have clearly demonstrated the chemicals found in raw sewage are the cause. Have Southern Water met with the Universities to establish what action needs to take, again in the short term, to resolve the situation?

We are only permitted to release stormwater when our sites are overwhelmed by excess flow. This is done as a last resort to prevent homes from flooding. The releases are up to 95% surface water and are not raw sewage. However, we recognise that this is no longer acceptable to the public - we agree and have a very focused approach to hugely reducing the use of storm overflows.

There are cases where overflows have harmful effects on the environment and community, and with this in mind we work closely with several Universities to measure the impact of this. We currently have two prototype water quality buoys that measure real time bacteriological data and have employed a PhD student who is helping us measure the impact of catchment interventions.

In light of climate change what assurances can you give us that future generations will be protected and safe from future flooding? Is enough being done to forward plan for safe provision of sewage services due to rising sea levels? Should more efforts be targeted now towards resilience and mitigation?

We have recently consulted and published our draft Drainage and Wastewater Management Plan (DWMP). In it, we set out our priorities for investment over the next 25 years which includes our detailed strategy for flooding and climate change. Details can be found here: [Drainage and Wastewater Management Plans \(DWMPs\)](https://www.southernwater.co.uk) ([southernwater.co.uk](https://www.southernwater.co.uk))

In Bangladesh there is a campaign to store water on people's roofs in the monsoon season to make sure it doesn't run out in the dry season. With increasingly dry summers and unwanted discharges during heavy winter rains is there anything similar that could be achieved in this country with a bit of lateral thinking?

We think this is an excellent idea – something that the team can research in detail to assess whether it would be applicable in northern Europe.

The key aspects to consider are:

- *For future developments, we work closely with Local Authorities to influence planning strategy so that future homes are water efficient and benefit from sustainable drainage.*

- *For existing housing stock, we wish to be the catalyst for change and see storm water as a resource. In our Pathfinder areas, we are retrofitting properties with water butts and planters fed from downpipes to capture stormwater.*

What plans does SW have in place to tackle storm sewage overflows before 2025? And

I feel we need to focus on what action will Southern Water be taking in the very short term to address and rectify all of the arisings reported over the last 15 years noting that in West Wittering the schoolchildren have to wade through raw sewage when the surcharging events occur.

We've set up a dedicated task force to significantly reduce storm overflows by 2030. We're already working hard towards our target, delivering in six 'pathfinder' areas, building a regional plan, and working with partners to manage catchment flow. We have requested £50m of advanced funding prior to 2025 to accelerate this programme.

Details, including future work and reports on the efficacy of the initial pilot schemes - can be found here [Pathfinder projects \(southernwater.co.uk\)](https://southernwater.co.uk/pathfinder-projects)

As these projects are rolled out throughout the region, evidence shows that they will have a significant impact on the use of storm overflows and incidents of flooding.

In times of heavy rainfall, the problems of wastewater disposal are exacerbated in my ward because excess rainwater accumulates because the local rifes and watercourses have not been cleared. What liaison is there between SW and the EA to ensure that surface drainage is looked at as an holistic problem? It seems that at present both agencies can divert some of their responsibilities on to the other.

There are many parties with responsibilities for flooding such as landowners, Local Authorities, water companies, Highways and the Environment Agency.

We work closely with all our partners to manage and reduce flood risk. Where flooding is particularly acute, we recommend communities create a flood group with regular meetings to raise issues, track progress and prepare emergency plans. We – and the other stakeholders mentioned above – work in collaboration with many flood groups in the region and would be happy to do so here.

With the increase in building, how much can we expect to be tankered in the foreseeable future?

If new developments are sensitively designed around sustainable drainage, there will be no requirement for increased tankering. If the development includes features such as swales, permeable paving and attenuation features, there is the potential for them to benefit the situation.

Tankering is generally deployed for incident management and is a last resort option to prevent flooding in homes and businesses.

The SW website tells the innocent onlooker that the CSO Taskforce has 6 Pathfinder Projects, 3 in Kent; one in the Pan Parishes of Hampshire; Sandown Isle of Wight and Fairlight East Sussex. The SW website also reveals that there are a number of Infiltration Reduction Plans with Hambledon, Hampshire, Lavant Valley, Sidlesham and Barnham, West Sussex contained in the list of 17 such projects. CDC - When will Southern Water and the EA provide detailed updates on progress made on each of these 23 identified projects?

You can find our latest update on this, and other regulatory and performance reports, here

[Latest news, reports, and updates \(southernwater.co.uk\)](https://southernwater.co.uk)

When will SW and the EA go public on the target dates/key milestone dates and the financial commitments necessary to render each of these projects a visible/tangible success-

Defra has published its storm overflow reduction plan which can be found here.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1102403/storm-overflows-impact-assessment.pdf

This plan will be the subject of most water companies' 5-year plans starting in 2025. Southern Water is working to accelerate this timescale.

Given the very clear issues of CSO damage to both Langstone and Chichester Harbours from legally (for now) storm related releases of untreated/partially treated sewage into both these harbours, when will SW and the EA go public on what they will do to reduce these releases within the calendar year of 2023? 2030 is not an acceptable timeline. And

What specific actions can SW take to reduce storm sewage overflows as soon as possible?

Our pathfinder projects are already delivering results. We want to be able to roll these out on a larger scale, without waiting for the next 5-year investment period.

<https://annualreport.southernwater.co.uk/our-performance/storm-overflows/latest-news-reports-and-updates>

Water companies cannot solve the problem of Storm Overflows alone. We require owners of large impermeable areas such as offices, car parks, roads, and warehouses to manage the storm water that runs off their property.

Up to 70% of the water in sewers during rainfall comes from roads and rooves. If we remove or attenuate 40% of that flow, we can reduce storm overflows by 80%.

What is the timing for SW to be able to improve sewage capacity at the 10 Chichester area works?

We are investing heavily in drainage and wastewater systems to maximise their efficiency.

Tackling growth alongside climate change means that we have two choices: upsize the vast sewer network (that's over 400 kilometres of sewers in the Chichester system alone), or reduce the flow of rainwater into sewage systems (for example by implementing sustainable drainage systems, known as SuDS).

We are currently developing 11 Drainage and Wastewater Management Plans (DWMPs) across our entire region.

DWMPs are long-term plans – spanning 25 years or more – that will provide an opportunity to improve water quality and drainage systems and reduce flooding and pollution for the benefit of our customers, communities, businesses, the environment and wildlife.

For more information on our DWMP please visit our website using the following link:

[Drainage and Wastewater Management Plans \(DWMPs\) \(southernwater.co.uk\)](http://southernwater.co.uk)

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Who is validating your measurements of pollution in Chichester Harbour?

We use independent, ISO accredited laboratories. The statutory responsibility to measure land, air and water quality sits with the Environment Agency, so we also receive their figures.

Why is there a big discrepancy between your measurements of pollution in Chichester Harbour and what residents observe? *and*

At what state of the tide are your pollution measurements in Chichester Harbour taken? *and*

What is the best state of the tide to take pollution measurements to give a true measurement over a 24-hour cycle? *And*

Approx. how many chemicals flow into an average (say Bosham & Chichester) WWTW?

There is no state of the tide when pollution measurements give a true assessment over a 24-hour cycle. We have been working closely with Aberystwyth University who have found a large variation across a 24-hour period at some, but not necessarily all, locations. This variation is very different between sites.

The chemicals used in water treatment are dependent on the water source and treatment processes required for the site in question. Each chemical has a specific purpose and is dosed in a particular order for maximum efficiency. Some of the chemicals are removed further downstream in the process. The proportion of chemical dosed is dependent on the water conditions and has an operating range dependant on the norm for that site.

The online information below details the chemicals used in water treatment processes:

Southern Water

<https://www.southernwater.co.uk/help-advice/drinking-water-quality/how-we-treat-water>

British standards from the Drinking Water Inspectorate (DWI)

<https://www.dwi.gov.uk/drinking-water-products/reg-31-approval/chemicals-conforming-to-bsen-treatment-chemical/>

There are risk assessments made to ascertain safe levels of these agents, please refer to the DWI research report detailed in the following link:

<https://cdn.dwi.gov.uk/wp-content/uploads/2020/10/27111157/DWI70-2-272.pdf>

Please note that we follow the requirements of Regulation 31 of The Water Supply (Water Quality) Regulations about treatment chemicals.

Safe levels of chemicals have been assessed extensively by multiple organisations, are subject to continuous review and up-to-date information is published online (e.g. World Health Organisation (WHO's) Guidelines for Drinking Water –

<https://www.who.int/publications/i/item/9789241549950>

We use information provided by UKWIR (UK Water Industry Research) and from Water Supply (Water Quality) regulations for health based and aesthetic limits for different compounds (these include WHO's information/limits).

Treatment processes are monitored using on-line instruments and sampling to ascertain the processes are performing correctly and the levels of chemical residuals are within the limits. If the limits were exceeded, an alarm is triggered, and the works are completely shut down to prevent unwholesome water from entering supply. Sampling data and asset data are reviewed as part of Drinking Water Safety Planning (risk assessment) process to predict likelihood of failure of the limits and corrective actions are put in place if the risk is deemed unacceptable.

Approx. how many flow out of the treated discharges and untreated storm releases?

The typical composition of storm releases is 95% rainwater runoff.

Storm releases are the result of automatic releases to protect homes from flooding, they are not a manual operation. The actual proportion that makes up the 5% spill, which is a mix of foul water – water from toilets, sinks, showers, etc. – and rainwater, will vary significantly from overflow to overflow and by specific event.

When we use storm overflows, screening is undertaken to remove larger solids and debris, and may have also settled in storm tanks prior to release, further removing solids from the release.

Overflows being regulated and permitted by the Environment Agency. Those that occur during storm conditions are permitted by the Environment Agency, but any

untreated sewage going into our seas and rivers is unacceptable. That is why we are acting now, working hard, and investing to stop that happening.

This will take many years and billions of pounds to resolve, but we are determined to achieve this as quickly as possible for our customers.

We publish flow and spill data on our website. To access this, please use this link [Flow and spill reporting \(southernwater.co.uk\)](https://southernwater.co.uk) and scroll towards the bottom of the page, where you can then click on the button titled 'Individual spill data'.

When does Southern Water anticipate that there will be significant reductions (more than 50% of current) in sewage discharges into Chichester Harbour?'

It is very difficult to predict this for two reasons:

- We need third party involvement which is not guaranteed. Reducing storm overflows will require us to work with the owners of car parks, roads, and large roofs to manage the stormwater from their property. Property owners are under no obligation to cooperate.*
- Storm overflows are linked to rainfall and groundwater level.*

Our detailed Pathfinder plans and reports demonstrate that the work we are doing to reduce infiltration and road/roof/agricultural run-off are paying swift and meaningful environmental dividends. We are poised to roll these projects out across the network, which will then have a significant impact on the use of storm overflows.

<https://annualreport.southernwater.co.uk/our-performance/storm-overflows/latest-news-reports-and-updates>

What does best in class look like and where in Southern Water's portfolio can we see state of the art?

Real-time monitoring of networks:

*Excellent examples of **real-time control of sewer networks** can be found in the USA and Belgium.*

Sewer level monitors are a crucial new piece of technology, and we have installed approximately 22,000 sensors across the network. This gives us an effective early-warning system to deal with issues before they cause problems such as internal and external flooding.

This is an industry-leading innovation. With 80% of pollutions being caused by blockages due to wet wipes, fat oil and grease, these monitors will make significant inroads into preventing blockages before they start.

[Southern Water unveils industry-leading £15 million Smart Sewer Technology in battle against pollution - Southern Water: Water for life, Water and wastewater services for Kent, Sussex, Hampshire and the Isle of Wight.](#)

Sustainable Drainage

Sustainable Drainage (SuDS) deployment is crucial to managing surface water.

There are many examples around the UK – as an example, the project in White City in London can be found here:

[SuDS in London – a guide \(tfl.gov.uk\)](#)

Information on Southern Water's SuDS programmes,

[Southern Water welcomes government's sustainable drainage plan for developments - Southern Water: Water for life, Water and wastewater services for Kent, Sussex, Hampshire and the Isle of Wight](#)

[suds-outline-guidance.pdf \(southernwater.co.uk\)](#)

[SuDS \(Sustainable Drainage Systems\) for schools | WWT](#)

Pathfinders – reducing use of storm overflows

The **Pathfinder** project is also industry-leading. A dedicated group of water industry experts is undertaking projects across our region to identify – and put into practice – innovative methods of diverting surface water from the sewer system, which will result in a drastic reduction in storm overflow usage. The latest Clean Rivers and Seas Taskforce report (January 2023) is here.

[Pathfinder projects \(southernwater.co.uk\)](#)

Simple, low-carbon interventions such as slow-draining water butts, creating rain gardens and reinstating our region's natural wetlands all 'slow the flow' of water from hard-standings and roads and make a significant contribution to reducing the need to use storm overflows.

The Deal Pathfinder summary report is an excellent example of the work and its findings:

[Deal Pathfinder Summary Report \(southernwater.co.uk\)](#)

There are currently six projects being undertaken, with the intention of putting the findings into practice across the network.

[Pathfinder projects \(southernwater.co.uk\)](#)

The Chairman offered her sincere thanks on behalf of residents and the Committee to Dr Willison, Mr Scott-Heagerty and Mr Turner for attending the meeting and giving so much of their time to answering questions on this very important issue.

108 **Budget Review Task and Finish Group - Final Report - Oral Report**

The Chairman invited Cllr Purnell to present the verbal updated from the Budget Task and Finish Group.

Cllr Purnell informed the Committee that the group considered the Five-Year Financial Model and the Resources Statement as background context, which helped to inform the development of the Annual Budget to be debated by Council in February, ahead of the spending plans being agreed by Full Council in March.

She informed members that senior officers had given an update on the high-level significant variances, moving from the approved 2022-23 Budget requirements of £15.015 million up to the £15.696 million currently proposed for the 2023-24 budget, though this figure is still subject to change.

Members were reminded of the impact of the Covid-19 pandemic on the Council's finances and that an efficiencies programme, aiming to save approximately £2 million, was implemented from 2020 with a phased programme over three years. £8 million was set aside from reserves to support the revenue budget. During 2022, £808,000 of this was required to balance the budget.

The Chairman thanked Cllr Purnell and officers for the update.

109 **The Great Sussex Way Annual Report**

The Chairman invited Mrs Hotchkiss to introduce the item

Mrs Hotchkiss explained that The Great Sussex Way (TGSW) is the main destination management organisation for the district. The Council provide funding to TGSW, with the current agreement running to 2025. She informed members that the report sets out the results expected to be achieved as part of this contract.

Mrs Hotchkiss then introduced Danielle Dunfield, the CEO of TGSW.

Mrs Dunfield was pleased to report that the targets set had been met, and explained that the report provides a summary of the main achievements and activities. She noted that the central goal of the organisation is to improve footfall to the district, and to increase dwell time when visitors come – promoting spending in local businesses. She identified a challenge associated with the widely dispersed nature of businesses within the District and how TGSW aims to mitigate this.

Mrs Dunfield spoke about developments to TGSW website, with the aim that this becomes a one shop stop for potential visitors to the area, which would be easier to navigate than visiting many different individual business sites. The information provided focuses on 'what the visitor wants' and aims to facilitate greater business collaboration and cross selling.

Members were informed of three key themes to promote the district:

Chichester as the wine destination city of England.
Outstanding culture in outstanding countryside.
The district as a green destination.

Mrs Dunfield noted that TGSW regularly engages with 670 different businesses.

The Chairman invited members to ask any questions.

Cllr Purnell discussed co-working with individual parishes and specific organisations such as Destination Sussex. Members also encouraged the promotion of the £2 single bus fare scheme rolled out by Stagecoach and the promotion of the Heritage Walks scheme.

Responding to members, Mrs Dunfield explained some of the techniques used to net smaller businesses within the District, including her and her team walking some routes themselves to identify every business along the way.

Members and the Chairman thanked Mrs Dunfield for her report and hard work.

The following recommendation was carried unanimously.

Resolved;

The committee received the annual report from the Great Sussex Way (TGSW) and assessed performance in line with the Service Level Agreement.

Chairman introduced Kevin Carter.

Mr Carter explained that the report considers changes to food waste legislation; he noted however, that CDC, as other Local Authorities, are waiting for clarity from the government on new requirements and funding schemes.

There was some discussion amongst members as to when an update and further report might come to the Environment Panel and to this Committee to make recommendations on to Cabinet. Due to the variables in waiting for government legislation, on advice from the monitoring officer members agreed that the recommendation remain as it is, with Mr Carter to bring an update to the Committee using the Urgent Item provision as necessary.

Resolved;

The Committee noted that in the absence of any clarity regarding the Government's requirements and funding, that the Council should not yet commence the implementation of a separate domestic food waste collection service, but instead keep a watching brief and update members as and when the Government progresses matters.

111 **Work Programme 2022/23**

Mrs Rudziak talked members through the current Committee work programme.

The Committee were pleased to hear a holding date is in place with the Police and Crime Commissioner, Katy Bourne, to attend a future meeting and respond to member questions.

Mrs Bushby informed the Committee that the Social Prescribing item scheduled for the meeting in March, would now come to the first meeting of the new Council in July 2024.

The Chairman thanked members, external partners, and officers for attending, and for their hard work – especially in facilitating the questions to Southern Water.

112 **Late Items**

There were no late items.

113 **Exclusion of the Press and Public**

The meeting ended at 5.32 pm

CHAIRMAN

Date:

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Chichester District Council
OVERVIEW AND SCRUTINY COMMITTEE
4 July 2023

**Overview and Scrutiny Committee 2022-2023 Annual Report
and 2023-2024 Work Programme**

1. Contacts

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Clare Apel - Outgoing Chairman of the Overview and Scrutiny Committee
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2. Recommendation

The Overview and Scrutiny Committee is requested to consider and agree its 2022-2023 Annual Report and the 2023-2024 Work Programme and to recommend them to the Council for noting.

3. Background

- 3.1 The Council's Constitution states that the Overview and Scrutiny Committee (OSC) presents an annual report of the committee's work to the Council for noting along with an outline annual work programme for the coming year.
- 3.2 The OSC's 2022-23 Annual Report is attached at appendix 1.
- 3.3 The OSC's 2023-24 work programme has been developed taking into account the following:
- the Corporate Plan projects agreed by the Cabinet
 - projects identified from individual departmental service plans
 - the Forward Plan of Cabinet key decisions over the next few months
 - issues suggested by the Business Routeing Panel as requiring member involvement
 - items proposed by members or raised by the committee over the last year
 - topics included in last year's programme which had been delayed
- 3.5 The OSC is requested to recommend to the Council that its annual report be noted as a correct record of the work of the committee in 2022-2023 and that the OSC's 2023-2024 work programme be agreed.

4. Outcomes to be Achieved

- 4.1. The Council has a record of the work of the Overview and Scrutiny Committee for 2022-2023.
- 4.2. OSC members are involved in deciding the direction and content of their work programme for the next year.

5. Community impact and corporate risks

- 5.1 One of the OSC’s roles is to act as a community champion in reflecting the views and interests of the community and to consider matters affecting the area or its inhabitants.

6. Other Implications

Are there any implications for the following?		
	Yes	No
Crime and Disorder		x
Climate Change and Biodiversity		x
Human Rights and Equality Impact		x
Safeguarding and Early Help		x
General Data Protection Regulations (GDPR)		x
Health and Wellbeing		x
Other (please specify)		x

7. Appendices

- Appendix 1 – Overview and Scrutiny Committee Annual Report 2022-2023
- Appendix 2 – Overview and Scrutiny Committee Work Programme 2023-2024

Chichester District Council

Overview and Scrutiny Committee Annual Report 2022-23

Introduction from the Chairman

I would first like to thank all members of the Overview and Scrutiny committee for the work and support given to me over the time I was chair. I would especially like to thank Tracie Bangert for being such a helpful vice chair. Thanks must also go to Louise Rudziak, Pam Bushby and Edward Baker-Moore, and all the officers who have carried out the work and produced reports for us as a scrutiny committee.

Over the year we have looked at many issues which are detailed later in this report, in addition we have also received reports from a number of task and finish groups; notably Affordable Housing, Budget, Corporate Plan and the Novium.

As the report indicates, it was a full and busy year, and I felt some items were more successful than others. Overview and Scrutiny is so important especially where we have a Cabinet system. I would recommend that anyone on this important committee should try and attend The Centre for Public Governance training held in London. It used to be called The Centre for Public Scrutiny. It is always so helpful to find out how other councils function when it comes to Scrutiny and Governance.

I offer all members of the new committee my best wishes during this new council, and I will be interested to see which issues are brought to the committee to be scrutinised.

Clare Apel, Outgoing Chair of Overview and Scrutiny

The Role of Scrutiny

The Local Government Association explains that the 'principal power of a scrutiny committee is to influence the policies and decisions made by the Council and other organisations involved in delivering public services.' In essence the Overview and Scrutiny Committee is vital as a voice of the community and must be responsive to the concerns of the public. Public confidence in politics and transparency is strengthened when people see Members scrutinising what matters to them.

Scrutiny, therefore, acts as a 'counterweight' to the powers of the executive, representing the way in which non-executive Members of the Council can hold Cabinet to account.

Whilst Scrutiny does not engage in policy formulation, it has an important role in reviewing existing Council policy and decisions. The Committee has the power to ask for a decision, taken by the Cabinet, to be reconsidered before it is implemented. This is called a 'call-in'.

The Committee has no 'formal' power to compel anyone to make changes. As such, it benefits from maintaining a positive relationship with the Cabinet, increasing its 'soft' power to influence decisions and encouraging the executive to implement recommendations.

The Committee may require any Member of the Cabinet, any Chief Officer, and /or any divisional manager to attend before it to explain a decision in relation to matters within their remit. Other public sector or public service officials, external partners and/or residents and stakeholders may also be invited to address the Committee, discuss issues of local concern and/or answer questions. Recommendations may be made to the Cabinet or directly to Council. In scrutinising an external partner or partnership, the recommendations may be made directly to that body.

Members Training

Members of the new Committee, following May's local elections, will receive external training from Paul Cutler of the Centre for Governance & Scrutiny ahead of the meeting on 4 July 2023. Additional briefings will be given by Louise Rudziak, Director for Housing and Communities and Overview and Scrutiny Lead Officer.

Key Areas of Work and Outcomes/Achievements

Areas of focus	Outcomes-achievements
<p>Questions to Chief Inspector Nick Bowman</p> <p>21 June 2022</p>	<p>The Committee were pleased to welcome the new Chief Inspector of Sussex Police Nick Bowman.</p> <p>CI Bowman explained that he took over as District Commander a few months ago and his area of responsibility is for the Chichester District and Arun District as far as Littlehampton. In addition to this role, he is the lead Officer in charge of Police Community Support Officers (PCSOs) for the whole of Sussex and takes a lead role in the response to Domestic Abuse in West Sussex.</p> <p>CI Bowman responded in detail to questions from members and the public.</p> <p>The Committee were pleased to discuss a range of policing issues relating to the District and to obtain answers for residents. These included PCSO and Police Numbers and increased incidents of crime. (Full details of the questions and answers are available as part of the public minutes).</p>
<p>Statement from the Leader, Cllr Eileen Lintill</p> <p>21 June 2022</p>	<p>The Leader of the Council was invited to the Committee to provide an update on the Levelling Up Fund bid, and the Future Services Framework.</p> <p>The discussion was valuable in providing information in the public domain as to the preliminary work carried out and plans in place to mitigate against the expected challenges faced resulting from the cost-of-living crisis.</p>
<p>Leisure Services Performance Review</p> <p>20 September 2022</p> <p>Sarah Peyman</p>	<p>Sarah Peyman presented the report, which provided details of the leisure management contract from April 2021 to March 2022. She informed members due to the impact of Covid-19 a contract variation had been in place as the leisure market recovered and assured members that performance and the provision.</p> <p>The Committee also heard from Stuart Mills from Everyone Active, who presented their annual report.</p> <p>Mr Mills explained that this had been a transition year following the challenges presented by the Covid-19 pandemic. He was pleased to inform Members that there are now more people learning to swim than ever before, with 1300 children registered in the swim school and 15 schools using the site. He also commended to members the community projects run by Everyone Active including Community Moves, physical activity intervention for vulnerable adults and the Reboot scheme. He also noted that various organisations use the site as a hub in providing community services, such as UK Harvest and West Sussex Mind.</p>

	<p>The Committee were pleased with the level of success achieved, especially given the adverse circumstances experienced as a result of the Covid-19 pandemic.</p> <p>RESOLVED</p> <p>The Committee considered the report from Everyone Active and noted the performance for 1 April 2021 to 31 March 2022.</p>
<p>Pallant House Gallery Monitoring Report</p> <p>14 November 2022</p> <p>Sarah Peyman</p>	<p>Mrs Peyman advised that following review of Pallant House Gallery's (PHG) annual report, that it had achieved all the activities identified within the monitoring framework. She added no concerns had been raised following a Council review of the gallery's finances.</p> <p>The Committee then heard from Simon Martin of PHG, who thanked the Council for the continued funding and support provided, especially in light of the disappointing news that PHG would not receive further Arts Council funding. He further highlighted some of the ongoing difficulties faced by the gallery associated with the Covid-19 pandemic.</p> <p>Mr Martin presented a slide show for the Committee detailing some of the exhibitions and work carried out in the past year. Giving particular mention to the valuable work done in collaboration with organisations including MIND and Stonepillow.</p> <p>The Committee were pleased to receive the update and congratulated Mr Martin and his team.</p> <p>RESOLVED</p> <p>The Committee noted that 2021/2022 annual report from Pallant House Gallery and its performance in line with the monitoring framework.</p>
<p>Chichester Festival Theatre Monitoring Report</p> <p>14 November 2022</p> <p>Sarah Peyman</p>	<p>Mrs Peyman introduced the report, noting that Chichester Festival Theatre (CFT) were working very hard to overcome the challenges presented by the pandemic, noting also that no concerns had been raised following a review of CFT's accounts.</p> <p>Kathy Bourne and Simon Evans, of CFT, highlighted to the Committee some key activities carried out in the past year.</p> <p>Particular attention was given to some of the community work carried out by CFT in particular the hiring of a new creative therapist for young people, aiming to help in alleviating mental health struggles.</p> <p>It was reported that the Youth Theatre now has 898 children registered.</p>

	<p>Referencing CFT's green agenda, the Committee was informed that CFT have planted 25 new trees in Oaklands Park to offset their carbon footprint. It was also highlighted during the meeting that a fleet of bicycles was made available when actors are staying locally to encourage greener modes of transport around the City.</p> <p>RESOLVED</p> <p>The Committee noted the 2021/22 annual report from Chichester Festival Theatre and its performance in line with the monitoring framework.</p>
<p>Chichester Business Improvement District Update</p> <p>14 November 2022</p> <p>Tania Murphy</p>	<p>Helen Marshall, from the Chichester BID, presented a report updating members on the activities of the BID.</p> <p>The key message was support of the high street, Ms Marshall identified mid-summer, Easter, and Christmas as key times of the year for local shops and businesses. She also explained to the committee a change in focus relating to the previously emphasised linear analysis of footfall. Chichester BID would focus on analysing visitor 'dwell time', visitor spend and visitor frequency to provide a more realistic and detailed analysis of the performance of the high street.</p> <p>RESOLVED</p> <p>The Committee noted the update relating to Chichester Business Improvement District.</p>
<p>Southern Water Questions to Dr Toby Willison</p> <p>17 January 2023</p>	<p>The Committee welcomed representatives from Southern Water, the Environment Agency and Natural England.</p> <p>This item generated a great deal of public interest, and a total of five public questions were put to Southern Water. We also heard a number of questions from CDC Councillors who do not sit on the OSC Committee.</p> <p>Detailed answers are available to read, as provided by Southern Water, in the minutes of the meeting.</p>
<p>The Great Sussex Way Annual Report</p> <p>Jane Hotchkiss/Sarah Peyman</p> <p>17 January 2023</p>	<p>Mrs Hotchkiss introduced the report and explained that The Great Sussex Way (TGSW) is the main destination management organisation for the district. The Council provide funding to TGSW, with the current agreement running to 2025</p> <p>The Committee also heard from Danielle Dunfield, CEO of TGSW. Mrs Dunfield was pleased to report that the targets set had been met, and explained that the report provides a summary of the main achievements and activities. She noted that the central goal of the organisation is to</p>

	<p>improve footfall to the district, and to increase dwell time when visitors to come – promoting spending in local businesses.</p> <p>Members were informed of three key themes to promote the district:</p> <p><i>Chichester as the wine destination city of England.</i></p> <p><i>Outstanding culture in outstanding countryside.</i></p> <p><i>The district as a green destination.</i></p> <p>RESOLVED</p> <p>The Committee received the Annual report from TGSW and assessed the performance in line with the Service Level Agreement.</p>
<p>Domestic Food Waste Collections</p> <p>John Ward/Kevin Carter</p> <p>18 January 2023</p>	<p>Mr Carter introduced the report and explained that it considers changes to food waste legislation; he noted however, that CDC, as other Local Authorities, are waiting for clarity from the government on new requirements and funding schemes.</p> <p>It was agreed that a further report would come to the Committee in January 2024, with Mr Carter agreeing to bring any updates before then to the Committee through the urgent items provision.</p> <p>RESOLVED</p> <p>The Committee noted that in the absence of any clarity regarding the Government's requirements and funding, that the Council should not yet commence the implementation of a separate domestic food waste collection service, but instead keep a watching brief and update members as and when the Government progresses matters.</p>

Area of Focus	Outcomes
<p>Novium Task and Finish Group</p> <p>Reported back to Committee June 2022</p>	<p>The report to the Committee was given by Cllr Roy Briscoe who had chaired the group.</p> <p>He highlighted the following work undertaken by the group:</p> <ul style="list-style-type: none"> - Opening hours were reviewed to balance visitor numbers and staffing costs at weekends - Charged exhibitions have been introduced to generate income - Energy saving methods have been implemented - External banners have been placed in Tower Street advertising the museum and helping to guide tourists - Social media marketing has been successfully expanded. <p>He explained that at the latest meeting in April Members felt the outcomes had been achieved and the work within the remit of the Task and Finish Group was completed, with matters moving forward being directed through either the Economic or Housing and Communities Panels.</p> <p>Cllr Briscoe concluded highlighting that the Novium delivers many social and economic benefits to the District and noting that visitor numbers have increased significantly from 12,000 p/a in 2012 to 51,000 in 2019/20 which likely would have exceeded 60,000 were it not for the challenges presented by COVID-19.</p>
<p>Affordable Housing Task and Finish Group</p> <p>Reported back to Committee September 2022</p>	<p>The report to the Committee was given by Cllr Tracie Bangert.</p> <p>Cllr Bangert highlighted the technical and complex nature of the subject area, thanking members and officers for their support. Cllr Bangert also paid tribute to the late Cllr Kevin Hughes who had been very interested in the concept of a housing company and had asked for it to be investigated. The group had been able to focus on the detail and had come to an informed decision working within the framework of the terms of reference.</p> <p>There was considerable discussion amongst members about the importance of the provision of affordable homes within the district. Members also expressed the need for an increase in public understanding around the term itself and the difference between social housing and affordable homes. Mrs Rudziak informed members the report considered all elements of affordable housing.</p> <p>Further details of the discussion can be seen in the minutes of the meeting.</p> <p>The Committed noted:</p> <ul style="list-style-type: none"> i) The findings of the Task and Finish Group as set put in paragraph 4.11 of the report

	<p>ii) The further work to be undertaken by the Housing and Communities Panel regarding the Housing Register, the banding arrangements, and the Allocations Scheme</p> <p>iii) The ongoing work with Planning Policy to review the Council's Affordable Housing Policy as part of the Local Plan Review.</p>
<p>Corporate Plan Task and Finish Group</p> <p>Reported back to Committee November 2022</p>	<p>The report to the Committee was given by Cllr Carol Purnell.</p> <p>Cllr Purnell highlighted the key outcomes from the group, and thanked officers for their work.</p> <p>There was some discussion regarding the Council's Climate targets.</p> <p>In a vote, with 2 abstentions, the Committee noted the report from the Corporate Plan Task and Finish Group and confirmed it is satisfied that the Council is achieving satisfactory levels of performance against the targets and activities in 2022/23 Corporate Plan mid-year report.</p>
<p>Budget Task and Finish Group</p> <p>Reported back to Committee January 2023</p>	<p>A verbal report was given to the Committee by Cllr Carol Purnell.</p> <p>Cllr Purnell informed the Committee that the group considered the Five-Year Financial Model and the Resources Statement as background context, which helped to inform the development of the Annual Budget to be debated by Council in February, ahead of the spending plans being agreed by Full Council in March.</p> <p>She informed members that senior officers had given an update on the high-level significant variances, moving from the approved 2022-23 Budget requirements of £15.015 million up to the £15.696 million currently proposed for the 2023-24 budget.</p>

Joint Scrutiny

There were no joint scrutiny meetings over the year. The New Chair and Committee will be considering joint scrutiny opportunities in due course including, amongst others, any possibilities to work with West Sussex County Council.

OSC WORK PROGRAMME 2023-2024

Issue	OSC's role in this review	Lead Officer
4 July 2023		
OSC 2022-23 Annual Report and 2023-24 Work programme	Monitoring & review	L Rudziak/E Baker-Moore
Coastal Partnership update	Monitoring & review	A Stevens
Social prescribing update including young person's social prescribing	Monitoring & review	E Thomas
12 September 2023		
Corporate Efficiencies Programme – Progress Report	Corporate Priority – Monitoring & Review	A Buckley
Corporate Plan Review TFG Terms of Reference and membership	Corporate Priority – Agree Membership	A Buckley
PCC Katy Bourne – Member Q&A	TBC (Date held with KB office)	
14 November 2023		
Leisure Contract Performance	Monitoring & review	S Peyman
Budget Review TFG Terms of Reference	Monitoring & review	H Belenger
Chichester Festival Theatre Annual report (light touch report)	Monitoring & review	S Peyman
Pallant House Gallery (light touch report)	Monitoring & review	S Peyman
Corporate Plan Review TFG – final report & draft plan	Corporate Priority - Monitoring & review	A Buckley
Support for Chichester BID – Update	Monitoring & Review	T Murphy

Issue	OSC's role in this review	Lead Officer
16 January 2024		
Budget Review TFG – Final Report	Corporate Priority - Monitoring & review	H Belenger
Food Waste Report	Monitoring and Review	Kevin Carter
12 March 2024		
Novium Museum TFG report	Corporate priority - Monitoring & Review	S Peyman
Corporate Efficiencies Programme – Monitoring Report	Corporate priority – Monitoring & Review	A Buckley

Chichester District Council

Overview and Scrutiny Committee

4 July 2023

Coastal Partners Update

1. Contacts

Report Author

Alison Stevens – Divisional Manager Environment and Health Protection
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2. Recommendation

- 2.1 That the committee notes the completion of the project to join Coastal Partners in order to provide coastal and land drainage services and the associated transfer of the Council's staff and provides any comments.**

3. Background

- 3.1 Phase 1 of the project involved Cabinet in March 2021 approving the Council entering into an Inter Authority Agreement with four Hampshire Local Authorities (Havant, Portsmouth, Fareham and Gosport), collectively known as "Coastal Partners", for the delivery of the Council's coastal and land drainage engineering service. £57,000 was approved from reserves to be paid into the Coastal Partners project fund for risk mitigation. Phase 1 was completed by June 2022.
- 3.2 Phase 2 of the project involved Cabinet in October 2022, approving the TUPE Transfer of two staff to Havant Borough Council, the host authority for Coastal Partners. Through the agreement, Coastal Partners staff (including our transferred staff) deliver the Council's work requirements and priorities. Phase 2 was completed by 31 March 2023.
- 3.3 As part of the joint working agreement, each local authority within Coastal Partners pays an annual percentage share of the total cost of providing the collective services. This is based on resource requirements (salary, equipment, professional service) to deliver each local authority's service priorities. Chichester District Council's apportioned cost is 24% of the total, which is comparable to Havant Council, with Portsmouth City Council's share being 30% and Gosport and Fareham Council's being 11%.
- 3.4 The partnerships priorities are agreed by each local authority submitting a work plan, from which the Member and Client Officer Management Boards, on which each local authority is represented, set the annual priorities and budgets.
- 3.5 The Council retains governance over coastal/land drainage policy and budget decisions and the maintenance and repair budget and capital grants remain with the Council.

3.6 Each local authority contributes to the Coastal Partners Project Fund for risk mitigation. To be able to benefit from this fund on an equitable basis, Chichester Council was required to make a one-off contribution of £57,000.

4. Outcomes to be Achieved

- 4.1 Stage 1 – Since joining Coastal Partners, officers consider that service delivery continues to a very high standard with the annual “business as usual” work completed, in addition to two capital projects also completed in 2022/23. Business as usual includes work such as delivery of the Beach Management Plan, asset monitoring, routine repair and maintenance, land drainage and coastal service requests and planning consultations. Enhanced service resilience, which was one of the main drivers for joining Coastal Partners, has been achieved and can be illustrated by Coastal Partners using a wide range of expertise to support the capital projects; delivery of £440k of emergency repairs to defences in Selsey in Spring 2023. Coastal Partners staff supported the development of the repair options, the business case for Grant in Aid to be secured for this scheme from the Environment Agency and onsite monitoring of contract delivery. Coastal Partners staff resources and experience has also been widely employed to deliver the feasibility study for the potential capital scheme for coastal protection at Selsey. Coastal Partners will continue to steer the next steps of the potential Selsey scheme and a report to Cabinet on the next steps is due in Autumn 2023. Without Coastal Partners support, these capital works would have required additional staffing resource and/or technical input from external engineering consultants.
- 4.2 On joining Coastal Partners, term contracts with consultant engineers for engineering advice and an out of hours service were ceased and this work is now fulfilled by Coastal Partners. There remains a Service Level Agreement with WSCC and Arun Council for Ordinary Watercourse Consenting. However the work plan with Coastal Partners for 2023/24 includes a project to review the OWC work in terms of the legal arrangement with WSCC as the Lead Local Flood Authority, the legal relationship between Chichester Council and/or Coastal Partners with WSCC and potentially with Arun Council, in how this work is delivered going forward.
- 4.3 The Coastal Partners Project Fund (see para 3.6 above) has been sufficient to meet any costs to date without the need to refer back to the client authorities and the risk arising from the liability of any net costs of the partnership (at 24%), remains low given Coastal Partners has a capital programme of £286m over the next 10 years.
- 4.4 Stage 2 – the TUPE transfer of staff was successfully completed on time to the satisfaction of both staff and Coastal Partners. The staff now employed by Havant Borough Council, the host authority for the partnership, remain on the delivery of Chichester Council’s workplan. This arrangement is likely to continue unless the staff opt to become involved in other Coastal Partners work for their own professional development or they are promoted to other roles.

5. Proposal

- 5.1 That the Council’s Client Manager (Divisional Manager for Environment and Health Protection) and Board Member (Cabinet Member for Environmental Strategy)

monitors the partnership arrangements and the delivery of the annual work plan via the respective quarterly board meetings. Budgets are also monitored by the Council's finance service with year-end surplus or shortfalls reported to the Council's s151 Officer.

6 Resource and Legal Implications

- 6.1 Year 1 appeared initially to have a shortfall in budget of £10k due to the need to continue with Arun Council for ordinary watercourse consenting (OWC) expertise, however by end of year this shortfall was covered. Although the OWC work with Arun Council is continuing for year 2, the Council's percentage share has been covered within existing budgets. The current project concerning consenting in land drainage will resolve any budget implications going forward.
- 6.2 Legal, human resources and financial resources support were key to both stages of the project.
- 6.3 There has been complexity in securing approvals across all five local authorities in a timely way and this delayed stage 1 of the project to some extent.

7 Community Impact and Corporate Risks

- 7.1 The community are unlikely to notice any difference in the delivery of the service, particularly as the Chichester engineers remain involved in the delivery of Chichester services.
- 7.2 There is a risk that the annual percentage share payable by the Council to Coastal Partners may change in future. However, it is calculated on the immediate and foreseeable work plan and includes the potential capital scheme at Selsey
- 7.3 Another risk is possible failure by Coastal Partners to deliver the Council's work plan in a timely manner due to other priorities. However, project delivery is based on risk of flooding/erosion and there are effective officer and member monitoring arrangements in place within the Coastal Partners governance structure.

8. Other Implications

Are there any implications for the following?		
If you tick "Yes", list your impact assessment as a background paper in paragraph 13 and explain any major risks in paragraph 9		
	Yes	No
Crime and Disorder		X
Biodiversity and Climate Change Mitigation		X
Human Rights and Equality Impact		X
Safeguarding and Early Help		X
General Data Protection Regulations (GDPR)		X
Health and Wellbeing		X
Other (please specify)		X

9. Appendices

None

10. Background Papers

- 10.1 Cabinet Report, Coastal and Land Drainage Service, 02 Mar 2021
Cabinet Report, Phase 2 of Coastal Partners Project: TUPE Transfer of Staff, 10 Oct 2022

Chichester District Council

Overview and Scrutiny

4 July 2023

Social Prescribing evaluation for 2022/23

1. Contacts

Report Author

Elaine Thomas – Community Wellbeing Manager

Telephone: 01243 521041 E-mail: ethomas@chichester.gov.uk

2. Recommendation

2.1 That the committee notes progress and outcomes to date for the Social Prescribing service

3. Background

- 3.1 Social Prescribing is a person-centred service that connects adults aged 18+ to support in their local area. It is a service for GPs and other professionals to refer people who may need support with some of the non-medical issues in their life, which may be having an adverse impact on their health and wellbeing.
- 3.2 Social Prescribers are attached to GP surgeries and take referrals direct from practice staff. They then work with clients on a one to one basis, for up to 6 sessions, to support with issues associated mainly with social isolation and signpost to services that provide support for housing, debt and money management, Carer support and employment issues.
- 3.3 During their appointment with the Social Prescriber, the individual can discuss ways to improve how they feel and explore opportunities for them to connect to the practical or emotional support available in their community. Some people require a signposting or onward referral, but others may benefit from more long term support to make a change.
- 3.4 The service was launched in July 2018 as a two-year pilot with funding from a range of partners. The pilot ended in July 2020 and has continued with further funding from the council and the two Primary Care Networks (PCNs) in the district, Chichester Alliance of Medical Practitioners (CHaMP) and Rural North (RNC). It is currently funded until March 2024.
- 3.5 During 2022/23 we recruited a Young Persons Social Prescriber to work with young people aged 13 – 19yrs as it was recognised that young people had been particularly impacted by the Covid 19 pandemic. This is currently into year two of a two-year pilot which will end the autumn of 2024. The service is funded by Hyde and Clarion Housing providers and the council.

4. Outcomes to be Achieved

- 4.1 The service supports the Corporate Priority of 'Support for our Communities'. The team focus on person centred outcomes for individuals and each person is supported to set their own goals, every person is different, but if they are able to access services independently and achieve their goals then that is a successful outcome.
- 4.2 Each referral is recorded along with the individual goals and subsequent outcomes. Since the start of the service in 2018 the team have received more than 3,500 referrals, two thirds are female varying across the working age and older adult age range. The most referrals are for older people aged 80+ struggling with isolation issues, which worsened during the pandemic. During 2022/23 we received 1063 referrals which is the highest number to date.
- 4.3 Most referrals are for multiple reasons where social isolation is most common, followed by support with money, debt and benefits, housing issues, lifestyle (these are signposted to the Wellbeing Team), employment and training and support for Carers. More recently we have seen an increase in issues associates with cost of living pressures. Around half of clients have problems with their mental health which exacerbates their inability to access services.
- 4.4 We use a validated tool to measure mental wellbeing before and after the intervention with the Social Prescribers. Despite the data being difficult to collect and therefore incomplete, indications point to positive change in many individuals.
- 4.5 We are currently unable to undertake formal long term evaluation of the service as we do not have access to NHS IT systems to monitor longer term impact on people as individuals or the impact on the health system. This is an issue across West Sussex for all the Social Prescribing services and is being discussed at a strategic level.
- 4.6 The evaluation report in background papers includes a case study where thanks to multi agency intervention, one of the individuals referred to Social Prescribing has seen truly life changing outcomes for people who are referred for multiple reasons. Multi agency working has proved to be an invaluable outcome for the service, it avoids duplication and means the individual is supported by the right service at the right time. Examples where multi agency working is particularly successful include.
 - Working alongside Supporting You or referring to Citizens Advice to help with maximising income. Some clients have received significant back payments in unpaid benefits as a result of this type of multi agency working.
 - By working with the Housing team they have helped individuals to maintain a tenancy, or secure a more suitable tenancy, and resolve significant issues associated with hoarding.
 - By working with voluntary sector groups, the team have helped clients to obtain small grants for furniture, carpets or white goods.
 - Supporting people with cost of living pressures by linking people to the Household Support Fund, Food Bank and other food providers in the short term.
 - Support with mobility issues and accessing loans for equipment.
 - Support with digital inclusion, loan IT equipment and training to use it.

Examples where the team have had real successes supporting people to improve their mental health and emotional wellbeing are as follows.

- Connecting them with social groups like lunch clubs and befriending services where they can meet likeminded people and form new friendships.
- Accessing creative activities like art, music and writing therapies where they are able to learn a new skill or express themselves in a new way.
- Attending outdoor activities like gardening and growing projects, in particular Petworth Community Garden or Tuppenny Barn.
- Going along to group walks where they can be active with others in a safe way.
- Accessing counselling services

4.7 The Young Persons service has had 23 referrals since the service started in 2022. The whole service now caters for all ages and for those with additional needs.

4.8 Young People are generally referred by their parents, the Early Help team at WSCC or they self refer for issues associated with anxiety, emotional wellbeing, lifestyle and social isolation.

4.9 The Young Persons Social Prescriber has made excellent contacts with other services for young people and works in partnership to find the best solution for the individual which include, accessing counselling, attending creative groups, accessing support into education or volunteering.

5. Resource and Legal Implications

5.1 Funding for the service is secure until March 2024. The current funding is linked to the NHS GP contract which is due to be renewed and is being negotiated at a national level. Although it is widely anticipated to continue, at the time of writing this report, future funding is unknown.

5.2 As the end of contact approaches, retention of staff and subsequent recruitment becomes a risk. To mitigate this, we are working closely with the PCN managers who have been reassuring so far.

5.3 The Young Persons Social Prescribing service has been slow to develop so it was decided to reduce capacity to part time in order to extend the pilot time period. It is anticipated that it will be subsumed within the wider adult service in the new GP contract to create a service covering all ages.

6. Community Impact and Corporate Risks

6.1 Risks are associated with funding. The PCNs are involved in service development and good relationships are in place to mitigate against this risk.

6.2 This service focuses on supporting people with multiple needs, often with mental health problems, long term conditions and financial issues. The council would be less able to fulfil its commitment to support communities along with reducing health inequalities. Demand on council and partner / voluntary sector services could also increase.

7. Other Implications

	Yes	No
Crime and Disorder the service works with people who may be experiencing neighbour disputes but this is an example of how issues can be progressed or resolved by working with partners and providing support		x
Biodiversity and Climate Change Mitigation There are there no implications		x
Human Rights and Equality Impact An Equality Impact Assessment has been written		x
Safeguarding and Early Help The Social Prescribing team work with vulnerable people and make safeguarding referrals when appropriate.		x
General Data Protection Regulations (GDPR) The team are aware of the need to protect client data and comply with GDPR regulations. There are systems in place to minimise potential breaches		x
Health and Wellbeing The service has a positive impact on health inequalities		x

8. Appendices

8.1 Appendix 1, Social Prescribing evaluation report for 2022/23

9. Background Papers

None

Social prescribing evaluation report for 2022/23

Contact: Elaine Thomas, Community Wellbeing Manager ethomas@chichester.gov.uk; 01243 521041

Summary

- The Social Prescribers have received 1063 referrals during 2022/23.
- 851 were from GPs or practice staff and 206 were self referrals or from external agencies.
- The main referral reasons are for social isolation, support with money, debt or benefits, employment and training, lifestyle, housing information and advice and support for Carers
- The evaluation data is leaning towards improvement in mental health after working with a Social Prescriber, despite the incomplete data. See main report for more detail.
- In 2022 we introduced a Young Persons Social Prescribing service which was funded by the council and Hyde Housing association.

Successes

- The service works well when the Social Prescriber is able to develop a good working relationship with practice staff through a regular presence or by attending Multi Disciplinary Team (MDT) meetings.
- Having the service hosted and supported by the local authority means the team can work closely together under one manager. They have access to other council teams that support them with referrals eg housing, benefits, communities etc
- We have some fantastic examples where people have been able to turn their lives around because they have been supported by their Social Prescriber. Often people just need time, support and guidance.
- The introduction of Care Coordinators, Health and wellbeing coaches and now Mental Health Coaches has led to some early positive outcomes for the team with much more opportunity for joined up working.

Challenges

- Not having access to the GP patient record system creates more admin and makes it harder to feedback to GPs. It also means we are unable to fully measure the impact of the service and, therefore the investment, on Primary Care.
- Building meaningful working relationships with those practices that are unable to accommodate the Social Prescriber due to lack of space.
- Managing the volume of referrals and complex people. The demand for the service is growing and effectively each practice has around 0.5wte of Social Prescriber time. We could happily double that and still be busy.
- We have found an increase in working age people who find themselves out of work because of work/life related stress and would welcome discussions around focusing on this group as the Proactive Social Prescribing topic in the future.
- The Young Persons service has been slow to develop. It is difficult to reach young people and gain their trust in a new service.

Plans for 2023/24

- Secure funding for 2024/25 and beyond
- Gain a better understanding of the reasons why people do not engage with the service and why this varies across the practices.
- Gain wider support and funding for the ‘antidote to loneliness’ work with Creative Routes Alliance, providers of complimentary activities.
- Work with NHS Sussex to progress a digital platform which will make evaluation of the service much more effective.
- Working closely with the other primary care roles will be essential moving forward, to share learning and also support people to move in a coordinated way between the different services.
- We will continue to develop and publicise the young persons service with a view to an all ages services being funded in the new GP contract.

Main report

Social Prescribing is a person-centred service, always putting the needs of the patient at the heart of the work and it is important that the language we use reflects this. So, throughout this report I will be referring to patients or clients as people or individuals.

Social Prescribers provide an opportunity, for people to talk through some of the non-medical issues in their life, which may be having an adverse impact on their health and wellbeing. During the appointments, the person can discuss ways to improve how they feel and explore opportunities for them to connect to the practical or emotional support available in their community. Some people require a signposting or referral, and others may benefit from some support to make a change. At the heart of social prescribing is what ‘matters most to you’ and as such the ‘softer’ outcomes are just as important as the numbers that demonstrate value for money. With this in mind, this report focuses on 2022/23 and includes both quantitative and qualitative data.

The service is funded by the two Primary Care Networks (PCNs) in the district Chichester Alliance of Medical Practitioners (CHaMP) and Rural North (RNC). The requirements for the service are set out in the Primary Care contract. The Council was approached in 2018 to contribute funding and host the service in its early days and sees the benefit of this for its residents.

Social Prescribing team

The team currently consists of 6.9 wte Social Prescribers (including Team Leader and Admin Support) funded until March 31st, 2024.

During 2022 we recruited a Young Persons Social Prescriber who is able to work with young people aged 13 – 19. A contribution for this role has been made from the current service, see below, with additional funding from housing providers and Chichester District Council.

Young Persons Social Prescribing

The Young Persons Social Prescriber has received 23 referrals from GPs, Early Help and self referral. The gender split is more even for young people 50:50 and the age range 13 – 22. We took the decision to work with young people out of the original age range as they have additional needs.

The main reasons for referral have been around anxiety and school refusal, emotional wellbeing and social isolation, support with careers and accessing further education and training. It is too soon to report any further success measures at this time.

As the service has been slow to develop, we took the decision to reduce capacity to part time therefore extending the length of the pilot time period by a further 6 months.

Funding / service costs for 2022/23

NB: This does not include service management and other support costs which the council contributes in kind

Expenditure for adult service

Staff	Costs
6.9 WTE Social Prescribers (incl admin)	£235,197
Contribution to YP SP post	£9,000
Additional expenditure eg training, mileage, room hire	£8,504
Total	£252,701

Income for adult service

Funding source	Income
CHaMP PCN (4 wte and management costs)	£136,975
RNC PCN (1.5 wte and management costs)	£54,585
Chichester District Council	£17,000
Opening balance from 2021/22	£116,905
Total	£325,465
Closing reserve	£72,764

The closing reserve for 2022/23 will be utilised for a further contribution to the Young Persons Social Prescriber during 2023/24 and a contingency fund for redundancy costs should the service be discontinued. Funding for the service is currently secured until March 31st, 2024, and future funding is unknown at the time of writing this report. It is widely anticipated that the new GP contract will include provision for an all ages service.

Service data

NB: 216 people are still being worked with so the data for these is not yet available

In total for the 2022/23, 1983 individual sessions were provided. It should be noted that the amount of time spent with individuals varies considerably depending on their needs and ability to engage. Some people require home visits which take longer whereas others are happy with information provided during one phone call. During 2022/23 we introduced 'surgery signposting', an information sheet of local services that surgery staff can use to provide quick solutions for people, if that meets their needs, rather than waiting for a referral.

Clinic Appointments	Phone Consultations	Home / Community Visits	Total sessions provided
65	1468	169	1702

In total for 2022/23, 1063 referrals were made to the service. I have included the numbers of referrals from previous years as it shows how the service has picked up post pandemic and continues to be busy.

Number of referrals to the service	June 2018/19	2019/20	2020/21	2021/22	2022/23
CHAMP practices	343	282	319	698	708
Rural North Chichester Practices	263	185	118	275	355
Total	606	467	437	973	1063

Observations

- Referrals dipped during 2019/20 and 2020/21 due to the Corona virus pandemic
- We opened referrals to external service providers during the pandemic as numbers reduced dramatically and we needed to ensure people could still access the service. There was some initial concern that external referrals may overwhelm the service but with careful management this has not been the case as 206 referrals came from agencies other than GPs. To put a positive spin on this, 206 people were able to access the service without the need for a GP appointment.
- Additional funding was made available from CHaMP PCN for 2021 onwards to recruit new team members thereby increasing capacity within the team which is reflected in the additional referrals received in this year.
- Some of the Social Prescribers are invited to a monthly MDT meeting where they have the opportunity to discuss referrals with the team. This has led to increases in referrals for those practices as the team are more aware of the service and what Social Prescribing can achieve for people.
- Overall, 29% of people referred did not engage with the service. The Social Prescribers report a variety of reasons for this.
- When staff leave the team there is a gap in the time it takes to recruit and train a new Social Prescriber. Sometimes we have found that people no longer need the service as they have received support from elsewhere or have resolved the issue themselves. This is particularly the case for Southbourne and Wittering Surgeries who had a gap in service due to staff vacancy and sickness. Riverbank surgery have seen the most frequent changes in staff due to turn over and maternity absence.
- People may not understand the nature of the service and what the Social Prescribers are able to do for them, so found the service unsuitable.
- People may not be ready to make the changes that have been suggested or their lives are too chaotic to engage at that time.

Referrals

Referring agency	Number
GP and surgery staff	857
Self-referral	45
WSSC (Social Care, PAT team)	33
Chichester District Council (Wellbeing / housing / benefits teams)	46

Other NHS providers eg Community nurse, Proactive Care,	33
Mental health services (Chapel Street, Time to Talk, Pathfinder)	25
Other incl Hyde, Carers Support, CGL, Job Centre	24
Total	1063

Observations

- Referrals from external agencies are fairly consistent and manageable. NB: all referrals to the service are coded to the relevant practice regardless of where the referral comes from.
- Inappropriate referrals, where the patient needs another service that is outside of the remit of social prescribing, are most frequent from Adult Social Care or mental Health services.
- Each practice generally refers 2-3 people a week. The team carry a caseload of 20-30 active cases that they are working with for up to six sessions over a period of time agreed with the patient. They also manage those that have engaged but gone quiet and need a follow up and those that need to be closed and feedback provided to the practice for S1 recording.

Other new Primary Care roles

The introduction of Care Coordinators, Health and wellbeing coaches and now Mental Health Coaches has led to some early positive outcomes for the team with much more opportunity for joined up working. It's still very early on in the development of these new roles. Joined up working will be essential moving forward, to share learning but most importantly support people to move in a coordinated way between the different services. There may also be opportunity to run joint projects together, to offer group support to focus groups of clients.

Recent feedback from one of the Mental Health Support Coordinators

"Hi Karen, Thank you so much. Such a great example of working in partnership, striving for the optimal outcome for service users. I have now spoken with the client and he is engaging well with the service."

Gender breakdown

The majority of people referred to the service during 2022/23 were female which is fairly typical for this type of service. Male 394/ Female 669. We do not currently record other gender identities or sexual orientation.

Age profile across the whole service

<18	18-25	26-30	31-40	41-50	51-60	61-70	71-80	81+
5	63	56	127	133	182	157	144	196

The age profile of referrals reflects the demographic of the district. Chichester has a significantly higher than the national average older age population which is likely to increase over time. This is also linked to higher than average economic inactivity as people retire to the area and over time become dependent on local services and have greater care and support needs. We have found an increase in working age people who find themselves out of work because of work/life related stress. The challenge is that most activities in the community are geared up to reduce isolation in older people. Which means there's a big gap for the younger people to meet other lonely people in their community, a lack of multigenerational projects.

Reasons for referral

NB: Referrals are usually made for more than one reason

Social isolation (598)

People are supported to access groups and activity in their locality such as Chichester Festival theatre and Pallant House gallery who have accessible schemes to support people into art and cultural activity. The team have developed a network for lone providers of complimentary activity to come together for support. Creative Routes Community Alliance provides, equine, art, music and creative writing therapies long with Qui Gong and mindful walks. There is a growing need for these types of activities due to the rise in working age people being referred into the service. As well as connecting people to local activities and groups and discussing volunteering opportunities to get outdoors and take care of their community – which we know leads to a greater sense of belonging for people struggling with loneliness. Rural North has a few groups where local people are supported including the new Midhurst Community Hub, Rother Valley Together, Pathfinder services etc

Lifestyle issues (359)

People are referred to Chichester Wellbeing service for support with giving up smoking, losing weight, being more active, reducing alcohol etc

Money / debt advice (288)

People are supported to access Citizens Advice for help with financial issues as they have the expertise, but often they need help to make the first approach so the team will sometimes enable this by accompanying them to a first appointment. They also refer to Christians against Poverty and Liaise for debt advice.

Housing issues (220)

The team have very good links with the councils housing team and meet with them fortnightly to discuss any issues that people are having with accessing the housing register. This has proved to be an invaluable relationship as they can ask questions on the client's behalf and get direct advice. More frequently the team are supporting people who are hoarders which can be extremely complex to manage. The links with local housing providers and support to pay for house clearance has proved vital is supporting people in these cases. Since the pandemic neighbour disputes are more frequent. The councils Community Safety team and Community Wardens are a great resource to tap into.

Carers support (219)

Carers Support West Sussex and the Carers Health team have proved to be an excellent resource for people, with groups, equipment, counselling, financial support in the form of small grants and claiming benefits. As well as more local peer and family support groups e.g. Aldingbourne Trust, Parents & Carers Support Organisation (PACSO), Reaching families, Family Support Work etc

Benefits advice (199)

The councils Supporting You Team are new for 2022/23, they work closely with the Social Prescribers providing support to maximise income, access benefits and budget planning.

Employment and training (120)

The councils Choose Work team have proved to be a good referral route for people wanting support into employment and training. The team are also able to refer into organisations with more specialism in supporting people with additional needs e.g. Workaid & Workability. Another example might be organisations like Clean Sheet, who support people with convictions to find jobs, start to rebuild their lives, and as a result reduce the likelihood of reoffending.

General signposting (110)

Some people are offered general signposting support as often they just need to know the best organisation to contact and can do it themselves. We have provided the practices with a signposting list so that they can support people quickly with simple requests for information.

Long term health issues and mental health

Mental health issues are often a contributing factor and impact greatly on people's ability to manage life, 319 referrals included mental health as a long term condition. Other long-term conditions recorded are, arthritis (72), back pain (41), dementia (55), stroke (19), COPD (27), cancer (20), Type 2 diabetes (22)

CHaMP - Proactive Social Prescribing (21 people)

In 2022/23 we introduced proactive social prescribing for a cohort of people who could be targeted with more focused support.

We chose people diagnosed with Fibromyalgia or Ehlers – Danlos Syndrome (EDS) as it was felt, from experience, that this is a cohort of people who present with complex social issues, who would benefit significantly from that side-by-side approach that the Social Prescribers can offer.

From December 2022 – March 2023, Care Coordinators in the practices were asked to directly contact people diagnosed with Fibromyalgia or EDS and proactively offer them the service. 21 people were referred for support. Nearly all for social isolation along with lifestyle support and for advice with money and benefits advice. Often these people were living with other long-term conditions like back pain, anxiety and depression or other mental health problems

In addition to the normal service, we proactively offered support with accessing lifestyle support via specific physical activity classes and other wellbeing services.

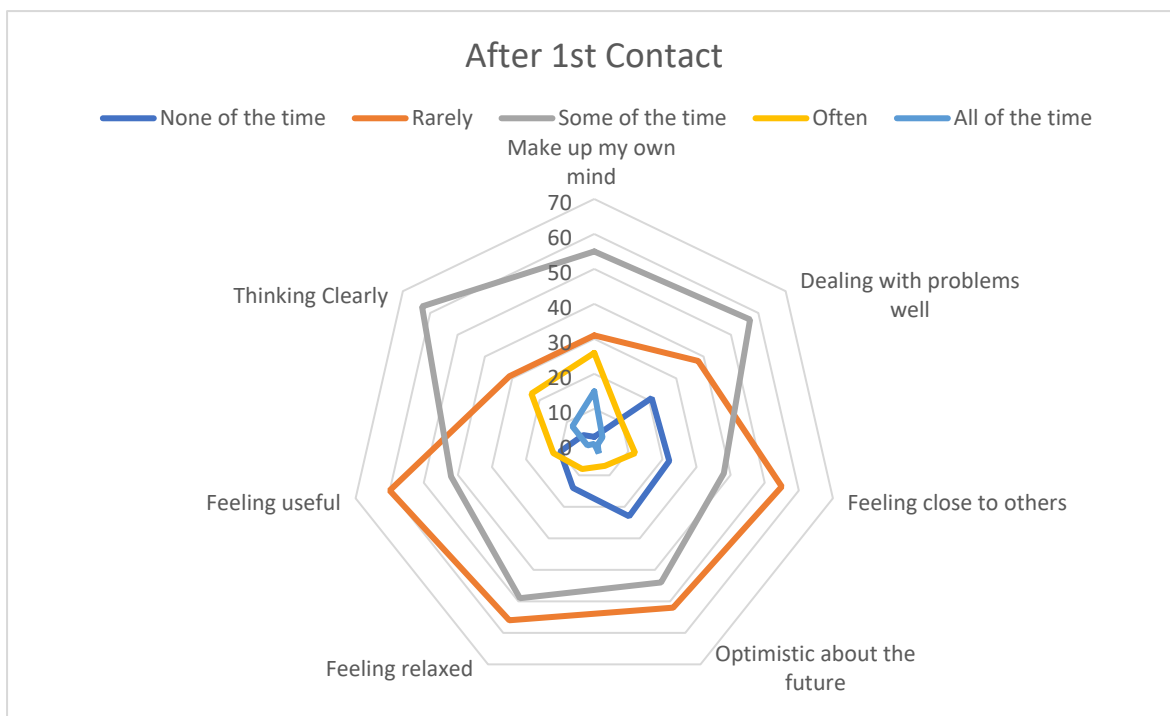
RNC – proactive social prescribing

Rural North Chichester worked with partner agencies to establish better connections for families with young children who have become isolated since the pandemic and cost of living pressures.

Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS)

The **SWEMWBS** is a short version of the Warwick–Edinburgh Mental Wellbeing Scale (WEMWBS). The WEMWBS was developed to enable the monitoring of mental wellbeing in the general population and the evaluation of projects, programmes and policies which aim to improve mental wellbeing. The scale uses seven statements about thoughts and feelings and are positively worded within a scale of categories from 'none of the time' to 'all of the time', people are asked to describe their experiences over a two-week period.

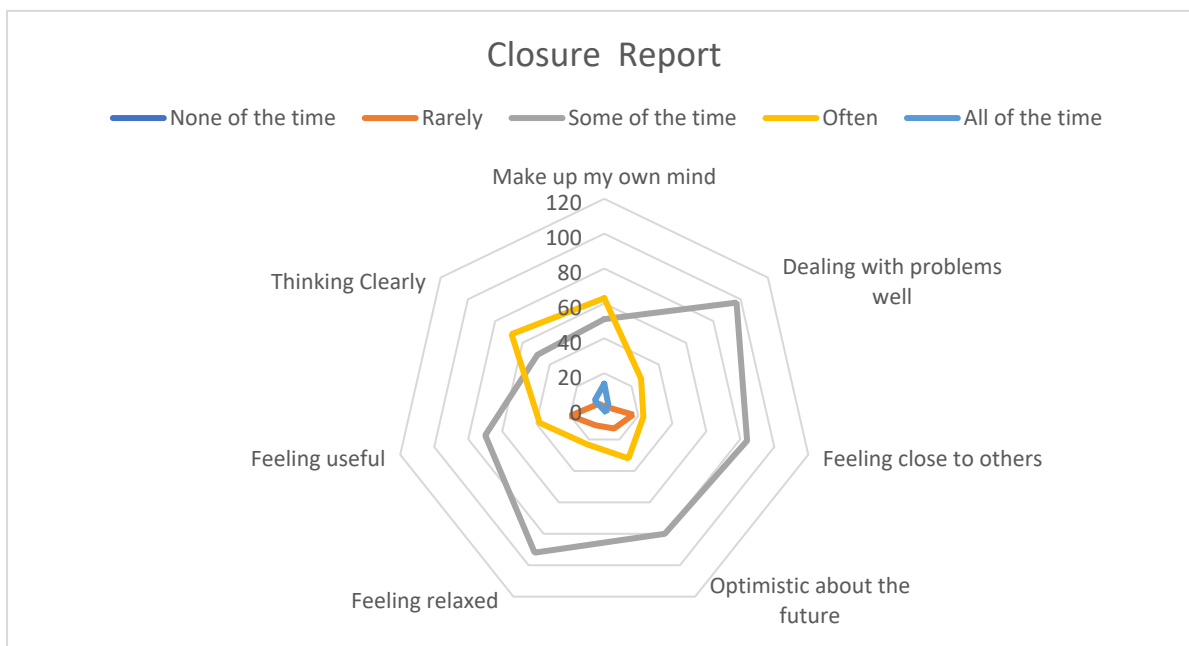
SWEMWBS recorded at first contact



This graph shows how well people report feeling at the time they engage with their Social Prescriber. The highest scores are for 'some of the time' and 'rarely'. When compared with the last session where more people report 'often' in these categories.

NB: it should be noted that the data recorded on the last session is incomplete as it is often difficult to collect especially if it was a short intervention or where the client is no longer engaged with the service. Despite this, the change looks promising in that many people had moved from 'none of the time' or 'rarely' to 'some of the time' and 'often'.

SWEMWBS recorded during the last session



Impact on primary care

The impact of Social Prescribing on Primary Care services is important and would enable us to really demonstrate the value this service has brought to the system. However, the complexity of accessing the IT system means that we are unable to provide this data. We do not have direct access to System One, neither do the PCN team have capacity to interrogate the data for us.

There is a definite case for investment in a digital platform eg Social RX which is tailor made to interact with NHS systems and generate reports in minutes. Other Social Prescribing services use this with great success.

Case studies and testimonials

To examine the impact on other services and community groups we asked some of our local services and partners the questions below.

- How do you or your organisation/group work to help the community? Please provide a brief overview of your service
- Can you provide examples of positive joint working with the Social Prescribing service
- How would you describe the impact of Social Prescribing on your work? And on the individuals, you have referred or worked jointly with?

Choose Work

How do you or your organisation/group work to help the community?

Choose Work is an employability programme supporting Chichester residents take their next steps towards work or training. We support a wide range of people and use a holistic approach to be able to support each persons' unique situation. Our requirements are simple: People live in the Chichester District, and they are ready and are choosing to move forward in finding employment.

Can you provide examples of positive joint working with the Social Prescribing service.

A client referred to us through Richmond Fellowship in supporting him into finding work. Unfortunately, his living conditions were so appalling, and he was shortly about to be made homeless. It was very difficult to focus on finding work when he was so stressed about his living arrangements. His mental health rapidly declined, and I was concerned as he talked about suicide. Without the help and support of the social prescriber (Kerry) I believe he would have attempted suicide. She supported him in finding temporary accommodation – he is now safely in Westwood House. His mental health has improved and just 2 weeks after he was put in the hostel, he was ready to start working with Choose Work. Four weeks later and he has now got his first paying customers for his IT coaching business and been booked to run a beginner's IT course. I would never have got him to be motivated and focussed without their help.

Another client I am working with is having multiple issues and I am getting support from Karen in helping her with these. Some of our Choose Work people have multiple and complex barriers that make supporting them in to work complicated. Karen has eased this burden. As has many of the team who I have asked for help in the past.

How would you describe the impact of Social Prescribing on your work? And on the individuals, you have referred or worked jointly with.

Their support is invaluable. It helps us to concentrate on what we are meant to be doing – supporting our people towards paid work. It also plays a pivotal role in easing the complex burden of issues which many of our people are experiencing. To be able to signpost them to the social prescribing team and know that each client will be handled with kindness and in safe hands is fantastic.

Supporting You

How do you or your organisation/group work to help the community?

Supporting You Service helps people who are struggling with a variety of problems and issues due to the current cost of living crisis. This ranges from completing benefit forms, helping people budget appropriately and referring people to appropriate services.

Can you provide examples of positive joint working with the Social Prescribing service.

Working with Karen as a joint approach to a client who has two adult daughters with significant needs which means she has been unable to obtain the appropriate benefits. Daughter and mother can be difficult so to have Karen's support and guidance and to work as a team has been invaluable. As the client sometimes only hears what she wants to hear, the fact that we can back each other up has been good to reiterate to the client what has been said or documented.

How would you describe the impact of Social Prescribing on your work? And on the individuals, you have referred or worked jointly with.

The impact has been positive and ongoing as we get to know each other. We have had questions and queries from social prescribers about people which I can help answer to make their job easier and vice versa. It has been good to have their support. The people referred to the service have all said that it is good to feel that they are being supported and not ignored.

Age UK WSX Brighton and Hove

How do you or your organisation/group work to help the community? Please provide a brief overview of your service

The Community Agent for Age UK WSBH work with older people 50 plus with a focus on those 65 plus to help reduce social isolation and loneliness. We focus on mapping and understanding the Chichester District area to know what the community resources are to enable those we support to engage with social groups and activities. We are also able to signpost or refer to appropriate services whether to our services or others. AGE UK WSBH also provide services such as Help at Home, Home Visiting, Support at Home After Hospital and Take Home and Settle from Hospital and Information & Advice for various queries including benefit support.

Can you provide examples of positive joint working with the Social Prescribing service.

Social Prescribers have taken part in the regular Older People's Network meetings organised by AGE UK WSBH. The Community Agent (CA) has maintained a good working relationship with SPs. SPs have referred people to the CA and there have been joint home visits to people. The CA has also referred to SPs. There has also been positive communication in terms of looking for services and this has worked both ways. For those people referred feedback of outcome of the intervention is communicated.

How would you describe the impact of Social Prescribing on your work? And on the individuals, you have referred or worked jointly with?

The SPs have been a positive and helpful resource to refer into but also to receive referrals. To be able to discuss services or fact finding about services has also proven beneficial as well as being able to discuss if referrals are appropriate or not and if there is an alternative.

The individuals have benefitted from an introduction to the CA with the SP being there for the first visit which is reassuring for those in need of this. Some people have benefitted from referrals into our Help at Home or Home Visiting Services and to the services our partners offer such as RVS' Good Neighbour or Befriending. People referred have been given information about local social groups and activities such as lunch clubs, coffee morning groups, exercise groups which has enabled them to make connections with others.

CASE STUDY – DEEP CLEAN

This case study provides an example of the benefits of multi agency working to achieve a successful outcome.

When we met this client, he was well into his 80s and living with complex and debilitating health and mobility issues. He explained that he had 'always' cared for his parents so had no career or family of his own. When his parents died, he managed as best as he could – alone, on a low income. He'd been brought up to 'get on with it' without complaining. He admitted to never – in his whole life - having had a holiday.

We met face to face in the community, as he said he was embarrassed to have anyone visit him at home. Things had become too much during lockdown, he said, and the house needed a good clean. He asked for help sourcing a reliable cleaner and we talked about arranging a deep clean. However, this would be beyond his means. To access any support via the Local Authority would require a home visit and he was not ready for this.

He gave consent for Social Prescriber to refer to Adult Services for Care Needs and Occupational Therapy Assessments and we gave him details for Age UK's Help at Home service.

His greatest concern, he said, was who would care for his dog if he landed up in hospital or worse happened. We discussed a plan and he said he thought his neighbour might help in an emergency.

Shortly before his next appointment with the Social Prescriber, our client collapsed at home and was taken to hospital. Ambulance staff reported self-neglect and the house being filthy and with rat droppings and dog faeces. They said there was no food in the fridge.

The referral made to Adult Services was closed when our client was admitted to hospital. A few days later he was discharged from hospital into the house without a care package. During this time, we were able to contact him on his phone and gain his consent to visit and take pictures, with a view to accessing the Minor Adaptation and Deep Clean service, West Sussex Self Neglect Multi Agency initiative. In short, this service is designed to enable isolated, ill, and disabled people to remain safely in their homes or facilitate a safe discharge from hospital. A referral was also made to the fire service for a Safe & Well check, as fire alarms were not working. The Social Prescriber worked with the GP Practice and Pro-Active Care and finally, Adult Social Care accepted an urgent re-referral.

This time the hospital discharge team was made aware of the situation. Within a week, the deep clean had been arranged by the CDC team, the home was spotless and ready for our client to return.

It's hoped that this will be a gamechanger for our client, who will now be able to stay at home safely, with the dog he loves. He'll be able to accept support offered without embarrassment, which will further improve his life and his health generally. He'll be in a position to arrange regular help with the housework and thereby keep the home as he would like it.

At the next visit, the Social Prescriber hopes to help our client secure regular help with the housework (if he hasn't already done this) and to discuss possible referrals to Meals on Wheels for him, and to the Cinnamon Trust so that his dog can be regularly walked and a contingency plan for emergency dog care can be in place.

OBSERVATION:

It was incredibly difficult to get our client the support he needed in a timely way. However, this was achieved in the end, because a team of people worked together to make sure it happened.

A sense of nature- case study

This case study shows how a small activity to support mental health and emotional wellbeing can make a big difference to a person's resilience.

K was referred to the Social Prescribing service, in need of support with benefits, her lifestyle and carers support. She has 5 children, 4 of which are disabled, who she is their registered carer for. K had been out of work long term, due to needing to care and transport her children to and from special educational schools, all over the county. She covered approximately 300 miles between schools and at least another 100-150 miles on medical appointments per week. Her children came before everything and if she wasn't supporting them, she would be attempting to support her husband. She'd simply never considered what she would do if she were to put herself first.

After completing some work with CAB for her benefits and registering with Carers Support West Sussex, for emotional and financial support, we discussed the idea of taking some time out for her. This started with the positive intention of getting out once a week, perhaps for a coffee, visiting a friend or going to the shops. After a month K decided she was ready to attempt to commit to a regular appointment and agreed to the Mindfulness walks from a medical practice.

K suffers from social anxiety and post-natal depression, so attending the walks alone was a real challenge for her. During the first walk K's phone was pinging and vibrating constantly. She resisted the urge to answer until the end of the walk, which she benefitted from, although this wasn't easy for her. Next time she left the phone on silent, removed her jacket hood (her safety blanket) and began to immerse herself in the walks and with the group.

Following the completion of the course, K took the time to provide some feedback, stating 'It has made me realise I need to slow down in life and take more time for myself and that it is ok to say no to others'. K also spoke about the course being completely different to other mindfulness courses she'd completed and put this down to the connection she made with nature and the group, saying the course gave her a sense of 'Freedom being free', which provided her the important opportunity to 'reflect on how hectic my life is but take a much needed breath, to leave that behind for even a single moment'.

K continues to attempt to get out when she can but is hoping to join another course of mindfulness walks in the near future.