MINUTES OF CUSTOMER AND PARTNERSHIPS COMMITTEE

3 APRIL 2014

PRESENT:

Members of the Committee:

Councillors Ms Edwards (Chairman), Allen, Mrs Avis (substitute for Councillor Mrs O’Rourke), G Francis, Mrs Garcia, Hazelton, Mrs New, Sandison and Mrs Watson

In attendance:

Etty Martin (Sexual Health Commissioner Public Health Warwickshire County Council)

Nick Andrews and Beth Piercy (Rugby Youth Council)

Councillor Mahoney

Officers:

Debbie Dawson (Scrutiny Officer) and Linn Ashmore (Democratic Services and Scrutiny Officer)

38. MINUTES

The minutes of the meeting held on 30 January 2014 were approved and signed by the Chairman.

39. APOLOGIES

Apologies for absence from the meeting were received from Councillor Mrs O’Rourke.

40. DECLARATIONS OF INTEREST

Councillor Mrs New declared a general non-pecuniary interest by virtue of her employment by Warwickshire County Council.

Councillor Leigh Hunt declared a general non-pecuniary interest by virtue of her employment by Warwickshire County Council.

41. RUGBY YOUTH COUNCIL UPDATE

Nick Andrews and Beth Piercy from Rugby Youth Council gave members a verbal update of their current activities. The main points raised were as follows:

Two key campaigns had been identified at a county level for the coming year, these being amongst the top five issues of most concern as voted for by young people in Warwickshire:

- Transport and Young People
- Bullying, equality and mental health
Transport and Young People
• The main issues were based around the need for a bus service that was cheaper and fairer for young people.

• The view of the youth council was that Stagecoach, which is the main local bus operator, should be challenged. They currently have little competition locally and it was hoped that, with the support of the County Council, other service providers could be encouraged to make some form of competitive bid.

• Meetings were being held with Johnsons and Arriva and their opinions on fares for young people would be sought.

• A further meeting was planned to be held in June when county councillors and the Police and Crime Commissioner would be invited to attend.

• Stagecoach fares were due to rise again on 13 April this year.

Bullying, equality and mental health
• Young people were keen to focus on equality and the factors that link bullying to mental health.

Future of the Youth Council
• The youth council is continuing to meet on a weekly basis until Easter but then meetings will take place fortnightly.

• A grant of £2180 has been secured from WCC which it was hoped would cover the running costs until April 2015.

• There is very little support available and WCC only have the equivalent of 1½ members of staff to cover the Rugby area.

Rugby Youth Council was continuing with its ‘Somewhere to go, Something to do’ campaign. It had not been possible to progress the plans for the youth hub café. There was little funding available and the arrangements with Brooke School to share premises had fallen through. In addition to this the ‘hub’ name has now been used by another business.

The Summer Festival will be held on 19 July this year which is the first Saturday of the school holidays. A music event will be held alongside this.

The youth council have met with an arts officer at Warwickshire County Council regarding their involvement in the Great Warwickshire Show and Tell exhibition in Warwick on 16 May. Officers from WCC will also be invited to the Summer Festival which will be an opportunity for them to engage with young people and promote their activities.

During discussion with the committee the following points were raised:

Members commented the youth council needed the experience and support from WCC to assist in their negotiations with Stagecoach.

The youth council hoped that a pilot scheme operating in Wales to offer a child fare to young people up to the age of nineteen would prove successful, and give them evidence to take to bus companies to support their case.

It was suggested that the youth council should liaise with Healthwatch who were undertaking some work around transport.
It was felt that the bus companies were taking a rather short sighted view and may miss a whole demographic of the population who in the future could become long term bus users as the running costs associated with cars becomes more expensive.

It was agreed that transport needed to be addressed as a county-wide issue.

Some form of press coverage for the transport campaign could be helpful. Local MPs or parliamentary candidates may be willing to help with this.

Securing ‘fair fares’ for young people should be a priority in the County Council’s procurement of transport services on behalf of the local residents.

A member commented that young people could benefit from some form of an opt-out scheme from the older persons bus pass, though many older people find the passes invaluable for local and longer distance travel.

The committee offered its support and assistance to the Youth Council.

RESOLVED THAT – Rugby Youth Council be thanked for their report.

42. HEALTH AND WELLBEING UPDATE

The committee received a report (Part 1 - agenda item 6) that included a briefing note about sexual health services from the Director of Public Health.

Etty Martin, the Sexual Health Commissioner for WCC, gave members a presentation covering an overview of sexual health services and answered questions from the committee. A copy of the presentation is attached at Annex 1 to the minutes.

In addition to the presentation the following points were made

Figures are produced by the Office for National Statistics but they are 18 months out of date by the time they are published. This means more intelligence needs to be gathered on the ground.

Current figures show that the rate for teenage pregnancy in Rugby has fallen by 4 compared to the Joint Strategic Needs Assessment for 2011 and the rate is now 20.3 per 1,000 of females aged 15-17. However, there is still more work to do in this area.

Sexual health services are a complex and personal area to work in which is carried out with a number of partner agencies.

Changes to the NHS last April mean sexual health services are no longer commissioned on a national basis.

Variations in services since 1998 means there is a lack of co-ordination.

The ‘Respect Yourself’ work had previously been jointly funded by the Warwickshire County Council’s People’s Group and by Public Health. The funding from the People’s Group had since been removed.

Rates for STIs and HIV for Rugby have risen as detailed in the report. However, the statistics can be distorted as clients may not necessarily be local and could come from anywhere. False names or addresses are sometimes used by individuals to preserve their confidentiality.
There are cultural issues and a stigma remains attached to obtaining sexual health help or guidance. In the 1980s the publicity at the time showed HIV as being a death sentence. However, this is no longer the case and there is less penalisation for testing when obtaining insurance etc.

The lead consultant at the Pine Clinic at the Hospital of St Cross was reported as having a very good reputation amongst HIV patients. This results in cross border patient flow between Coventry and Rugby because of their close proximity to each other. Coventry has 2% per 100,000 HIV positive cases compared with Rugby at 1.5%. Gonorrhoea and herpes are both proxies for HIV.

The Terrance Higgins Trust is working with new communities in Rugby to encourage HIV testing. There is an association of risky behaviours with drug misuse, which is also a particular problem in Rugby.

During further discussion the following points were made:

HIV testing cannot be enforced, although pregnant women are now routinely tested. Many clients opt to take a test available through the post.

Rates for HIV are highest in the over 50’s age group. One reason for this was the rise in people meeting away on holiday or via the internet. In some cases they have a more relaxed approach to protection because there is no fear of becoming pregnant.

The Respect Yourself campaign is targeted towards 13-25 year olds and is based around raising awareness. It was informed by a visit to Holland, with targeted youth support workers, to look at the way the Dutch dealt with young people’s sex education. Holland has a rate of STI and teenage pregnancy rate that is thirty times lower than the UK. They take a ‘sex positive’ approach to their education, where sex is treated as normal and pleasurable but it was important to be prepared and respect yourself and your partner.

The Respect Yourself website is the main form of access to information. Coventry University were involved in refreshing the website in 2011 and the number of hits has risen from 600 to 6,000 per month.

The FAQs section of the website was hosted by a consultant who responds in a humorous manner, where appropriate, though the answers were always factual. ‘Street’ terms are used and the campaign aims to send clear messages around respect. It seeks to cover the issues around pornography in an educational manner. Advice and information is based around healthy relationships and there are checks in place to help pick up criminal activity as well as links to support agencies. Information is also gathered on the areas of the website which are searched most often and are of the most interest to young people.

Pupils from Avon Valley School were involved in developing the website for the Respect Yourself Campaign. The young people also designed and created apps. There is an app available showing young people how to access sexual health services, which shows young people what to expect when they arrive at a service. The ‘rate my service’ app gives real time feedback on the experiences of service users which service managers are able to act on. Young people are also trained as mystery shoppers to provide feedback on services.
A range of services are available locally through:
- Pharmacies
- The Orchard Centre
- Relate (now merged with Coventry Relate)
- Local General Practitioners (GP’s)

Service provision varies across the county and the commissioner is working to address gaps in provision.

The Spring Fever campaign was aimed at primary schools and supports emotional trust. This was tested in Revel School and is being rolled out across the County.

The future aim of sexual health services commissioning is to move towards a one-stop-shop approach. An online triage service will allow clients to book appointments online.

WCC and Coventry City Council have been working on a joint model for sexual health services and will be going to tender for a provider. This process was still at an early stage.

In response to member questions, the following points were made:

The effects of budget cuts on youth provision have resulted in different agencies adopting different ways of working. The new approach was to provide online training for youth workers as well as group sessions and to develop links and relationships with local youth organisations. Previously organisations like Connexions had provided a good way in, but this no longer exists.

While the rate of teenage pregnancy in Rugby has fallen there is still work to be done. Overall the rate is higher in the north of the county than the south, where termination rates are higher, but there is a need to take an approach similar to that in Holland where it is seen as a negative experience to become pregnant. There is a need for culture change.

Figures are not recorded for female genital mutilation and this is hidden within communities along with other forms of sexual exploitation. It was important that training is made available so signs can be spotted at an early stage. It can be difficult to get messages across to schools if they are not open to this approach but teachers should be trained to look for the signs.

Training is required to help raise awareness of the signs that young people may be being groomed or exploited.

It was difficult to obtain figures for local ward areas in Rugby as the numbers were too low (numbers below five are not reported to maintain confidentiality) so more intelligence is needed from the ground.

Young people do not have to be accompanied by a parent when they access sexual health services. Health professionals were trained to use the ‘Fraser competencies’ to assess whether young people were mature enough to have responsibility for their own care.

The commissioner is generating income for Warwickshire by selling the website and other campaign material to other areas.

Home HIV testing was available online from 1 April. Chlamydia online testing is also now available online, funded by Public Health.
Parents were informed about the website through schools. A good school will embed Relationships and Sexual Education (RSE) within their teacher training programmes.

Young people have reported that they are uncomfortable dealing with doctors’ receptionists and this should be addressed.

Copies of a Respect Yourself introduction paper was circulated to members of the Committee and is attached at Annex 2 to the minutes. Respect Yourself booklets were also made available to members.

**Health Champion and Warwickshire Health and Wellbeing Board Representative**

The health champion gave members a verbal update on the outcomes of recent health meetings attended. The main points raised were as follows:

**Coventry and Warwickshire Clinical Commissioning Group**

Members of the CCG and Healthwatch were now attending local community forums and meetings at the Hospital of St Cross which leads to a wider engagement.

**Young People’s GP Survey**

Healthwatch Warwickshire produced a report on what Warwickshire’s young people think of their GP surgeries. Some of the findings were:

- It was difficult to get appointments at suitable times
- There were issues around confidentiality
- 55% were sometimes offered a choice of appointment times
- 36% were able to get an advance appointment
- 40% of the young people did not feel that they were able to influence decisions about their care
- Young people were not aware they could complain, or did not have the confidence to do so.

**Mast Site**

It was envisaged that when complete the site would generate a need for eight GPs. There were outline proposals for schools and local shopping areas and it was hoped a health centre would be built at the same time as the first phase of houses.

**Vulnerable Adults**

A new service for vulnerable adults had been developed at the county council following the recommendations from the recent serious case review.

The CCG has an input into the next version of the Warwickshire JSNA which is currently under review.

**WCC Health and Wellbeing Board**

The meeting of district council health leads prior to the Health and Wellbeing Board meeting was cancelled at short notice and has been re-scheduled for May, in Rugby.

**Alcohol and Health Task Group**

The group has started work looking at the affects of alcohol on health. A second meeting has been planned when information and data that has been requested by the group would be available. There are many different issues being raised and more task groups may spring from this review.
The Scrutiny Officers gave members an update following reports in the local press and other sources that the Railings may close. The communications office at NHS Partnership Trust had confirmed that there are no changes and the Railings will remain open and will continue to operate as an important ‘spoke’ in the new service structure.

RESOLVED THAT –

(1) Etty Martin be thanked for attending the meeting and her informative presentation; and

(2) Councillor Mrs Watson be thanked for her report.

43. UNIVERSAL CREDIT AND WELFARE REFORM TASK GROUP – INTERIM REPORT

The Committee received a report (Part 1 – agenda item 7) concerning an interim report presenting the findings of the task group to date.

The Chairman of the task group, Councillor Tom Mahoney, informed the Committee that the group was still at the evidence gathering stage. Later in the year the group hoped to identify two or three specific areas to scrutinise in greater detail. The group would also be supporting the consultation exercise on the revised council tax reduction scheme.

Some issues already raised have included:

- Ex-service personnel whose needs were not being met
- The use of sanctions
- Impact of welfare changes on people with severe mental health difficulties
- Issues around access to computers, online security, and the level of support available.

Prior to their most recent meeting the task group had worked through a demonstration of an online application process for Universal Credit. They had identified concerns about use of jargon, making it difficult to understand. The review had also highlighted issues.

The task group is tracking forty cases of people affected by the welfare reforms to try to assess personal impact.

The Sustainable Inclusive Communities Portfolio Holder informed the Committee that the Local Strategic Partnership (LSP) would be setting up a local Financial Inclusion Partnership, drawing on best practice from the Warwickshire Financial Inclusion Partnership. This would be working with the voluntary sector and exploring ways of offering advice and support on financial issues for the people of Rugby.

The Portfolio Holder requested the task group’s report be submitted to the next meeting of the LSP. The Portfolio Holder would liaise with Councillor Mahoney on this.

The Committee agreed a copy of the report should also be forwarded to Warwickshire Financial Inclusion Partnership for information.

RESOLVED THAT – the Committee noted the findings in the interim report.
44. FIXED TERM TENANCIES TASK GROUP – REVIEW REPORT

The Committee received a report (Part 1 – agenda item 8) concerning the final draft review report of the review of fixed term tenancies.

The Chairman of the task group, Councillor Belinda Garcia, informed the Committee that the group had met three times but had found there was not enough evidence currently available to support the introduction of fixed term tenancies.

Other local authorities had introduced fixed term tenancies but their schemes were still at an early stage and it was too soon to measure their success.

The task group concluded that the council should review its tenancy policy again in 2015, though there was also a need to explore the introduction of tenant incentive schemes and keep members informed on the national ‘Pay to Stay’ policy.

The council’s officers had highlighted the costs of implementing and administering the policy and the task group chairman stated that she had found their contribution disappointing.

Members commented it was important to look at this as part of a wider picture, including more focus on incentives to encourage people to buy in the private sector and finding better ways of profiling new tenants and monitoring and evaluating tenants’ changing needs.

RESOLVED THAT – the Committee approved the report and agreed its submission to Cabinet in June 2014.

45. COMMITTEE WORK PROGRAMME

The Committee received a report (Part 1 – agenda item 9) concerning the progress of task group reviews within its remit and the future work programme.

The Committee agreed the future work programme for task group reviews as follows:

**Universal Credit and Welfare Reform** – the task group will continue to oversee the council’s corporate approach to the welfare reforms.

**Promoting independent living** and **Hackney Carriage Stands** – the Committee will scope the one-page strategies for these reviews at its next meeting in June, when the timings and resources will be discussed.

**Rugby BID** – It had been agreed by Overview and Scrutiny Management Board that this review should be carried out by the Committee as a light touch review over three meetings. The one-page strategy will be scoped in June and this will be followed by a special meeting of the Committee. The proposed date for this meeting was 16 July 2014.

The Scrutiny Officer informed the Committee that a suggestion had been received from a Head of Service that this review may need a more detailed approach. It was suggested that once further discussions had been held with Heads of Service a draft scope would be prepared for discussion at the Committee meeting in June when members could make a more informed decision on how long the review should take.
It was clear that care was needed to detach the work of the review from the BID vote itself.

**Ambulance service restructuring** – This review will be carried out as a light touch later in the municipal year though it was agreed that representatives from the ambulance service should be invited to a meeting of the Committee to talk generally about their work and also inform the review. This will allow time to share information gathered on the new ways of working, including patient transport.

**Sustainable urban drainage systems** – Overview and Scrutiny Management Board had agreed to defer this topic until a flooding summit, due to be held by WCC in May, had taken place.

The Committee agreed the Committee’s future work programme and the items in the programme for the meeting on 26 June 2014. During discussion the following points were made:

**Inward Investment and Rugby World Cup 2015 Update**

The Leader and the Economy Development and Culture Portfolio Holder have agreed to attend the meeting. Members were requested to consider what issues and questions they would like to raise at that meeting.

The Economic Development Officer will attend to give an update from the Steering Group on progress in the plans to mark the RWC2015.

Members commented that there had been a lack of engagement on progress so far and this had been disappointing.

In addition to the Steering Group there was also an officer group and the Committee sought clarification of who was sitting on which of these groups.

A suggestion was made that the event management company being contracted by the Steering Group could be invited to a future meeting of the Committee to outline its plans.

This was an international event and it was vital that Rugby should make the most of this opportunity.

**Neighbourhood planning** – this was a light touch review from the previous work programme that was delayed to allow time to capture learning from the Coton pilot. This item was scheduled for the meeting in September 2014.

The Committee thanked the officers from Democratic and Scrutiny Services for their hard work over the past year.

**RESOLVED THAT –**

(1) the future work programme for task group reviews be agreed as minuted above; and

(2) an item be included on the forward work programme to invite representatives from the ambulance service to a future meeting of the Committee.
RESOLVED THAT - the Committee places on record its appreciation of the work undertaken by Councillor Ms Edwards in her capacity as Chairman of the Committee during the 2013/14 municipal year.

The Committee also thanked Councillor Mrs Watson in appreciation of her work as Vice-Chairman and also as the council’s Health Champion.
Etty Martin
Sexual Health Commissioner
Public Health
Warwickshire County Council
Warwickshire:

- County (statistical neighbours are Staffordshire, Hampshire, Essex, Kent, Northamptonshire, Worcestershire, Leicestershire, East Riding of Yorkshire, Cheshire).
- Warwickshire has a population of 536,000 with 12% aged between 15-24 (2012 mid year estimates).
- Three CCGs - North, South, Rugby and Coventry
- NHS Midlands and East
- Health inequalities divided between the North and South.
Sexual Health in Rugby for 2012
latest ONS figures:

- Teenage Pregnancy rate per 1000 females aged 15-17 in Warwickshire 24.3 per 1000 - 41% decrease from the baseline in 1998.
- Rugby 20.8 per 1000 females aged 15-17
- National rate 27.7 per 1000 aged 15-17
- STI rates higher for genital warts and Gonorrhoea-refer to table in report.
- Health Warning!
<table>
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<tr>
<th>Service Type</th>
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<tr>
<td>ASDA Pharmacy</td>
<td>12 Chapel Street, Rugby, CV21 3EB</td>
</tr>
<tr>
<td>Boots the Chemist – Retail Park</td>
<td>Unit 5, Junction 1, Retail Park, Leicester Row, Rugby, CV21 1RW</td>
</tr>
<tr>
<td>CHAT at The Orchard Centre</td>
<td>The Orchard Centre, Lower Hillmorton Road, Rugby, CV21 3SR</td>
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<td>Co-operative Pharmacy</td>
<td>51A Offon Road, Rugby, CV21 3QJ</td>
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<td>Contraception and Sexual Health Clinic – Rugby</td>
<td>The Orchard Centre, Lower Hillmorton Road, Rugby, CV21 3SR</td>
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<td>Dudley Taylor Pharmacy</td>
<td>37 The Green, Bilton, Rugby, CV22 7LZ</td>
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<td>GUM Clinic – Rugby</td>
<td>Pine Centre, Hospital of St Cross, Berby Road, Rugby, CV22 5PX</td>
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<td>Listers Chemist</td>
<td>Row Fell Shopping Centre, Hollowell, Brownsomer, Rugby, CV21 1LT</td>
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<td>44a - 46a Regent Street, Rugby, CV21 2PS</td>
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<td>Rowlands Pharmacy</td>
<td>Central Surgery, Corporation Street, Rugby, CV21 3SP</td>
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</tbody>
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### Filter by Service Type

- Show All Services
- Chlamydia Screening
- Condom Distribution
- Contraception
- Emergency Hormonal Contraception
- Emotional Health & Well Being
- Health Advice and Signposting
- HIV/AIDS Services
- Pregnancy Testing
- Sexually Transmitted Infections
- Young People’s Counselling Services

### Start a New Search

Enter Postcode...
Improving Access:

www.respectyourself.info

- Rate my service App
- Instant Feedback
- Google Analytics
- Read time comments on all providers
- GUM, CASH, Pharmacy (In addition to Mystery Shoppers, Sexual Health Young Peoples Project Board, Pornography Sexual Exploitation, Domestic Abuse etc.)
- Sharing Feedback Increase and Decrease
What are we doing to raise awareness?

• RSE Boards x3  Avon Valley fully involved in Rugby
• Development of apps on:
  • Domestic Abuse Child Sexual Exploitation, Pornography, Consent
• Website traffic and FAQs
• RSE in Schools – Spring Fever – pilot in Rugby - five more schools taking part.
• Spring Fever – secondary school package
• Recommission SH services ( Not GP and Pharmacy )
What do users tell us?

Relationship and Sexual Health Education (RSE) too little too late and it doesn’t relate. Services need to be available out of hours and at one place not several. Confidentiality is an issue and concern for young people particularly. Users want a mixture of drop in and booked appointments. Ability to book online at a place that is convenient.
Sexual Health Integration

National Guidance  DoH Framework, NICE etc

Warwickshire / Coventry Procurement Process
Thank You!

Etty Martin
Sexual Health Commissioning Manager
Public Health Warwickshire County Council

Twitter - @rycwarks

www.respectyourself.info
Introduction

We have consulted with young people in Warwickshire to find out what they feel is important to achieve strong relationships and good sexual health, and to make sure our work is aligned to what is important to them.

Our consultation showed that local young people believe that making positive decisions about relationships and sexual health is all about self respect - by valuing yourself highly, taking control of your future by taking control of situations as far as possible, and not letting other people influence or treat you in any way that you’re not happy with.

Our Vision Statement

The Respect Yourself Campaign is committed to giving young people the power to confidently make positive informed decisions about their relationships and sexual health by building their knowledge and self-esteem

Our Key Messages

Respecting Myself Means ...

1. Me

- Being myself, and learning to recognise how I feel.
- Learning to talk to someone I trust about things that matter - like relationships and sex.
- Feeling comfortable with my decisions.
- Enjoying the sex I choose to have.
- Taking care of my body by being prepared for the sex I choose to have with who I want, when I want, finding out about STIs and contraception, and what's the best option for me.

2. Being In Control

- Making sure I'm safe.
- Standing up for myself and sticking to decisions that are in my best interests.
- Taking control of situations and being smart about taking actions before things go too far.
- Being prepared in advance to deal with any situation so I can stay in control.
- Knowing my limit.

3. Other People

- In any relationship respecting the other person, and expecting them to respect me.
- Making sure I trust the person I'm choosing to have sex with.
- Only doing what makes me comfortable, not going along with what other people think or want.
- Standing up for myself, and not giving into pressure.
- Choosing when and if I have sex, no matter if I've done it before or what other people expect.