

Increase in boats capsizing in harbour

THE number of collisions that took place in waters around Salcombe Harbour doubled last year – with a four-fold increase in boats capsizing, writes Daniel Clark.

The number of illegal swimmers in the harbour also doubled and the number of thefts tripled compared to last summer, a report to the South Hams Salcombe Harbour Board has revealed.

But the report of Cameron Sims-Stirling, the Salcombe Harbour Master, added that the number of complaints made in the last 12 months was dropped from five to two and that there has been a 50% increase in the number of compliments about the Harbour.

Monday's meeting saw a log of incidents that had taken place between April 1 and September 1 provided, with the board asked to note the performance recording mechanisms as outlined in the report.

Mr Sims-Stirling's report added: "We have had a good season mainly due to the long periods of fine weather conditions throughout the season. However, poor weather conditions at the beginning of August reduced the visiting yacht numbers we would have expected for that time of year."

"The only performance indicator that has shown a reduction on our four-year average is Town Landings Overnight. We are reporting an increase on last year, but the trend over four years is down due to years 2016 and 2017 having a large charter boat using the facility for the majority of the season."

Details of the incident log for 2019 summer included:

- Two members of the public being abusive towards each other.
- Collisions rising from 21 to 39, with the majority being incidents involving sailing dinghies.
- Capsize incidents increasing from two to nine, the majority involving sailing dinghies or tenders left on Whitestrand pontoon.
- Six boats were damaged (up one from 2018) which mainly involved the poor manoeuvring of visiting yachts.
- 75 boats were illegally moored and towed away, up from 62 in 2018, and this generated £1,800 in income.
- Lost boats reported reduced from eight to five, the majority being paddleboards that had floated off.
- Medical emergencies had increased from five in 2018 to 16 in 2019.
- There were three near misses, the most serious being from the police regarding the old fuel store at Kingsbridge Ferry landing.
- One incident of pollution was reported, which an investigation confirmed was a utility company carrying out flow test using a pigment.
- Speeding incidents that were serious enough for further action to be taken dropped from 21 to 16.
- There was a huge increase in swimmers in the harbour.

Big questions help to shape future of health services

HEALTH has been as hot a topic to talk about as the weather for the people of Cornwall and the Isles of Scilly in recent years – and they're not discussing their own ailments.

There was a time when hardly a week went by without some failure of the local health and care system in Cornwall hitting the headlines. Local people, along with many of those who worked in the services, never completely lost faith, but the problems seemed too huge to do more than make do and mend until the next crisis.

But some new thinking started amongst health and care professionals. It was clear to them that things couldn't continue as they were – the patching up just couldn't go on. This was coupled with the realisation that the problems weren't simply solvable by more money – there were cultural issues and out-dated working practices within the organisations that needed radical re-thinking and updating to deliver immediate benefits.

But where to start, with which services and how to bring about the initiatives needed?

So the health and care partners decided in 2017 to begin a big conversation with the population, their staff and associated organisations. The starting point was to ask "What matters to you?" instead of the customary "What's the matter with you?"

They committed to embarking on a transformational programme which they named Shaping our Future. Ever since then they have been asking local people what they want from their services. They have then been able to either start implementing changes immediately or begin planning how those improvements can happen in the future.

The partners are Cornwall Council

Health and care organisations in Cornwall and the Isles of Scilly have been meeting local people to ask 'What matters to you?' rather than 'What's the matter with you?' Jackie Butler reports



and the Council of the Isles of Scilly, and NHS Kernow, the clinical commissioning group which is responsible for the GP network and also, importantly, holds the purse-strings for a budget of approximately £820 million.

This is to pay for NHS services from Cornwall Partnership NHS Foundation Trust, which delivers community and mental health services, and the Royal Cornwall Hospitals Trust and University Hospitals Plymouth Trust, which look after the acute hospitals at Treliske and Derriford, as well as St Michael's, Hayle and West Cornwall Hospital.

After more than two years of working ever more closely together and engaging with the public, a lot has been achieved and many real changes have moved beyond the planning stage. That has led to the Shaping our Future partnership team deciding to rename itself quite simply the Cornwall and Isles of Scilly Health and Care Partnership.

With all the feedback they're accumulating, they are now developing a health and wellbeing strategy that is shaping a new five-year plan, also informed by what local people have been saying. It will also respond to a set of priorities identified in a national Long Term Plan published earlier this year by NHS England and NHS Improvement.

The plan responds to the particular

challenges health and care services in Cornwall and the Isles of Scilly are facing locally. Commissioning the latest research and data, these make sobering reading:

Cornwall and the Isles of Scilly has a population that will grow by more than 62,000 in the next 20 years and it is impacted by the Baby Boomer effect which means that by 2027 people aged 75 – 84 will increase by 50 per cent and by 27 per cent for those aged 85 plus.

People will also be living longer but often with multiple illnesses.

There are shocking health inequalities in Cornwall and the Isles of Scilly, with more than 71,000 people living in communities classified as among the 20 per cent most "deprived" in England.

It is perennially hard to attract staff to this part of the country (in keeping with many other areas), and there is a

Services can be enriched and quality improved when people using them are involved in their design

AMANDA STRATFORD, HEALTHWATCH

high proportion of the current workforce nearing retirement.

Finite resources have to serve a population of which 60 per cent live in settlements of less than 3,000, which makes it harder to deliver comprehensive and equal care to all. There is a need to make sure new ways are found, such as better use of technology, to support staff in delivering services.

"We recognised we needed to reverse current trends so that, even though our population is growing and ageing, demand on our services does not increase beyond what we can cope with," says Jackie Pendleton, Chief Officer of NHS Kernow, who explained the prioritised actions they came up with.

"We want people to keep well, at home in their local communities and to do that we need to take action so that children and young people are supported to have a healthy start to life, fewer people have preventable diseases, the number of years of ill health people experience prior to death reduces, we make outstanding use of our finite health and care resources, more people are able to



► The NHS wants to help people keep well at home, which includes giving youngsters a healthier start to life and reversing current health trends

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avoid diseases that can be prevented and more people have more years of good health towards the end of life."

Over the last two-and-a-half years, as well as canvassing opinion at places such as GP surgeries and community hospitals, the partners have also asked people questions about their health and care at festivals and supermarkets, at regattas and freshers' fairs.

They have held workshops for staff and co-production sessions with community representatives and the voluntary sector; they've talked with councillors and attended community wellbeing events and they've worked closely with Healthwatch Cornwall, an organisation that is constantly engaging with the public about health provision.

"Healthwatch spoke to local people about the NHS Long Term Plan over the summer, asking what their thoughts were on what local priorities should be," explained Amanda Stratford, chief executive of Healthwatch Cornwall.

"There was a clear desire for prevention to be prioritised and for people to be supported in accessing care where and when they need it. Informing people about their options for care was also a common theme especially so people can manage their own conditions."

"Travel arrangements and more technology enabled health interventions were key areas for residents on the Isles of Scilly."

This level of public engagement has proved both rewarding and invaluable. Opinions and suggestions have flooded in and the partners have been able to act quickly on some to make them happen.

Key achievements to date include:

- The opening of Sowenna, bringing

JOIN THE BIG CONVERSATION AND HAVE YOUR SAY

TO achieve and plan more improvements in services, the partnership still wants to hear from local people and are inviting answers to questions like these:

- How do you look after your health and that of your family?
- What reduces your ability to live a healthy lifestyle?
- How could you improve how you manage yours and your family's health?
- What could you do to encourage family or friends to take up the offer of a health check?
- How could volunteers and the voluntary sector get more involved in the health and care needs of our population?
- What could be done by you and your community to better support people at home?
- What things affect your mental health and wellbeing when you are in your community?
- Can you briefly describe something that happens in your local community that helps improve or maintain your mental health and wellbeing?
- People sometimes attend A&E even when their condition is not an emergency. Why do you think this is? How can people be encouraged to use alternative services, for example, pharmacies, 111 and minor injury services?
- If you do need urgent care, how do you want to access it?
- If you have an ongoing health condition how could you manage it more successfully?
- How would you like to see people with learning disabilities and their families' views represented in services' leadership and how would you like to receive up to date information?
- Apart from children with mental health problems, which other children who struggle with the transition to receiving adult services, might benefit from a 0-25 planned approach?



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