

Committee:	Executive	Agenda Item No.:	8
Date:	10 th June 2013	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Neighbourhood Outreach Outline Service Proposal		
Report by:	Environmental Health Manager		
Other Officers Involved	Julie Lewis Kerry Oscroft Emma Kendall		
Director	Joint Director of Health and Wellbeing		
Relevant Portfolio Holder	Cllr A Tomlinson		

RELEVANT CORPORATE AIMS

COMMUNITY SAFETY – Ensuring that communities are safe and secure
CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services
ENVIRONMENT – Promoting and enhancing a clear and sustainable environment
REGENERATION – Developing healthy, prosperous and sustainable communities
SOCIAL INCLUSION – Promoting fairness, equality and lifelong learning.
STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

Please specify how the proposals help to deliver the corporate aims.
The proposals for the service are a holistic and cross cutting approach and will therefore contribute to all of the above corporate aims.

TARGETS

The service contributes to the Healthy Bolsover plan and also links closely with work mitigating the impact of Welfare Reform.

VALUE FOR MONEY

The proposals for the service include close working with internal colleagues and external partners and aims to assist in the delivery of other services, therefore avoiding duplicate interventions and visits.

THE REPORT

The proposals for the Neighbourhood Outreach service are to provide support and assistance to vulnerable residents utilising a holistic approach that can address a whole variety of issues. For example, these may be related to financial hardship, age, education, mental health, disability or social isolation. The approach of early intervention, well informed signposting, combined with good local knowledge, can prevent issues from escalating to crisis point and can assist other departments and partner organisations in delivering their services, aims and objectives. This support and assistance will be delivered directly to individuals and households, which can be tailored to their individual needs. Consultation with partners has highlighted that whilst many organisations can deliver support at a community level, resources to deliver one to one support is currently very limited.

Who are the customers?

It is proposed that any resident of Bolsover District regardless of their tenure, age or location in the District could benefit from this service.

Whilst the service will focus on vulnerable households and individuals, it is not proposed to impose any qualifying criteria. There are many families or individuals that may not be considered as vulnerable, but with advice and support can be prevented from becoming vulnerable or falling into crisis. Should the demand for the service become unmanageable, prioritisation of clients will be considered.

Where will the service operate from?

It is proposed to operate an outreach approach that will not require the officers to be based from fixed locations. The officers will work as flexible workers, utilising hot desk space at The Arc as necessary, but will spend much of their time out in the communities. The officers will provide support to individuals and groups either in their own homes, or utilising other community venues.

The Children's Centre and Adult Education Unit at Bolsover have offered regular office accommodation for use by the service and further locations are being explored. These venues will allow one to one meetings with customers. The use of such accommodation will also help liaison and partnership working.

The Methodist Church Hilltop Bolsover, have a regular free coffee morning. Many residents of the Castle Estate have started using this venue and it would therefore be appropriate for the service to have a regular attendance at these sessions. Along with advertising, the residents of Castle Estate can know where they can approach the service for initial advice and the officers can make appointments for home visits where appropriate, when more detailed assistance can be delivered.

At South Normanton, the Resident's Group will be located at The Hub and it is possible for a Neighbourhood Outreach officer to use the venue at regular times and therefore offer drop in sessions. Other opportunities are being explored to enable this approach to be delivered in New Houghton and as the service develops we expect that a number of venues will become available for use, such as libraries and other community facilities throughout the District.

Service Focus - Impact of welfare reform.

The impact of welfare reform is considered as high priority for the Council and it is necessary to work in partnership, to find ways of mitigating the impact on our most vulnerable residents. The Neighbourhood Outreach Service is well placed to contribute to this work as it will undoubtedly have direct contact with the affected residents.

Following consultation with the Corporate Resources Department, it is proposed that Neighbourhood Outreach will provide an advice and support service directly to the residents. This will not only assist the affected residents, but also assist the Authority with the increasing number of enquiries that is receives. The service will be made available throughout the entire District.

During consultation it became apparent that resources for budget coaching are minimal and considering the impact of welfare reform, this has an important role to play in mitigating financial hardship. It is therefore proposed that the service will provide personal budget coaching, for which two of the officers are already trained and have some experience. Following consultation with colleagues in Corporate Resources, it is clear that this would be a valuable role (which they are unable to provide themselves) and in addition to this, the service will help residents make applications for Discretionary Housing Payments (DHP), which fits particularly well with budget coaching. By assisting clients with applications, we can help ensure that adequate evidence is provided (therefore a more complete application) which makes it easier for the application to be processed by Benefits Officers. This approach will also assist in the allocation of the DHP budget.

When officers are assessing a customer's needs and circumstances, it may be necessary to make referrals for a benefit assessment or a food bank for example. Customer Service Advisors, when receiving enquires of this nature, use a script to ensure that the customer is advised of other relevant services and it is therefore proposed that the officers will also use scripting, to ensure advice and referrals are both relevant and up to date.

The officers have also worked closely with Food Banks in the District and considering the level of demand this relationship will continue. As the officers will be in direct contact with residents in need of this service, then they can continue to act as a referral agency for the Food Banks and continue to support the running of these projects.

Service Focus - Public Health

Public Health has recently moved to Derbyshire County Council and is undergoing considerable change and the Healthy Bolsover Plan is currently being reviewed. Despite these changes there are emerging opportunities and a need for further partnership working with our health colleagues.

The Health Improvement Team engage and undertake their interventions at a community level and are not able to provide assistance to individuals. From the consultation it has become clear that the ability to provide one to one support to individuals and families would be a valuable resource, that would not only avoid duplication with other services, but would also help to fill existing gaps in service provision.

The community based work of the Health Improvement Team broadly covers the three 'Healthy Bolsover' aims of Promoting Healthy Lifestyles, Building Healthy Communities and Ensuring Access to Effective Healthcare Interventions. It is proposed that the Neighbourhood Outreach Service will contribute to these aims for example, by supporting vulnerable and disabled people, reducing debt and maximising income. This work links closely with the focus on welfare reform and is cross cutting in its contribution to protecting public health.

The events that the Health Improvement Team deliver annually, are the HEET (Health Education Employment and Training) and HIPS (Health Information Points). These events will be a useful vehicle in which to promote the new service and to access potential clients. It is therefore proposed to work closely with the Health Improvement Team at these events and any others that develop in the future based on local need.

We will continue to deliver falls prevention interventions by running chair based exercise classes. These have proven popular in the past and the classes in South Normanton and Pinxton will continue. The advantage of delivery of these classes by Neighbourhood Outreach is that it's holistic approach, means it is able to assist the vulnerable residents with a range of issues such as disability or financial hardship, rather than a service specific focus on falls prevention.

Ongoing support for New Houghton, South Normanton and Bolsover Castle Estate

Although the community houses are closing, it is proposed to continue to deliver services to the communities of South Normanton, Castle Estate and New Houghton.

Neighbourhood Outreach propose to run a drop in service at the Methodist Church at Bolsover. It will also be necessary to launch and market the new service to promote the fact that although the houses have closed, services remain and customers can call to request help or use the drop in facility.

In South Normanton, this approach can be delivered in the same way, by having the drop in session at the Hub where the Community Group will be based. It is also proposed to continue with the Lunch Clubs/Chair Based Exercise classes at South Normanton and Pinxton. This service is very well attended and it aligns with our targets for health.

In New Houghton, we are hoping to finalise proposals to hold drop in sessions at the Community Centre to maintain the community presence and engagement. Officers are pursuing the opportunity to deliver falls prevention work in this community by holding chair based exercise classes. Neighbourhood Outreach are working with the falls prevention team to develop this and propose that drop in sessions could be held after these classes, as potential clients will be attending the classes.

Partnerships

One critical part of the work to be undertaken by Neighbourhood Outreach is sign posting vulnerable customers onto other partner services. The service is not there to replicate what other organisations do but to draw in the right services at the right time, this is critical to effective interventions and delivering effective outcomes. The service could become a hub for frontline service co-ordination.

Due to the wide ranging issues that the service will deal with, there is a huge range of internal and external partners and agencies to work with. The service currently works or has a relationship with the organisations outlined below and in order to deliver the best service for the customer, it is proposed that these relationships are maintained and developed. The list of organisations below also gives an indication of the variety of issues that will be faced by the service.

Social Services	Clinical Commissioning Groups
Public Health	Derbyshire County Council
Police	Probation Service – Community Punishment
Fire Service	Welfare Rights
Citizens Advice Bureau	Local GP surgeries
Children’s Centres	Churches
Multi Agency Teams	Drug and alcohol agencies
Mental Health Teams	Spoda – Supporting people with drug abuse (support parents and siblings of addicts)
Family Employment Initiatives	Child Behaviour Unit
Education Department	Community Drugs Team
Youth Offending Team	Junction Arts
Youth Intervention Project	CAMMS – Child and Mental Health Services
Adult Education	Fairplay
Community Transport	Leisure

Community Voluntary Partnership	Rotary Clubs
Residents Groups	Women's Aid
Parish Councils	Job Centre Plus

Partnerships will not only ensure a better service for customers, but will also generate referrals to the service and it will therefore be important to promote this new service amongst our colleagues and partners. New opportunities are likely to be exploited with the development of new partners such as the Clinical Commissioning Groups.

Next Steps

It will be necessary to launch and promote the service to colleagues, partners and residents. It is therefore proposed to create some promotional materials such as leaflets and posters. These could be tailored leaflets to specific communities to advertise the drop in sessions that are available. Using these materials it is then proposed to launch the service amongst colleagues and partners, including those partner organisations listed, to effectively market the service.

Necessary methods for receiving referrals, creating case files and recording of interventions is currently being developed. This information will enable the service to be performance managed in the future and allow its suitability and effectiveness to be monitored. Due to the changes and shifts in priorities it will be important to ensure that the service is flexible and is able to adapt. This flexibility in the future will avoid duplication with partner services and ensure that it can effectively dovetail the plethora of services available for vulnerable residents.

A performance framework for the service is currently been developed to track factors such as customer interactions and outcomes from intervention work.

ISSUES FOR CONSIDERATION

Members are asked for their views on the service proposal outlined in this report in essence these are:

- Focus of the service – Welfare Reform and Health
- Target audience – Vulnerable residents
- Service delivery – District wide

IMPLICATIONS

Financial: None arising from this report.

Legal: None arising from this report.

Human Resources: None arising from this report.

RECOMMENDATIONS

- 1 That the service proposals outlined in the report are approved and the transition to the new service is started with immediate effect.
- 2 That publicity material be developed and the new service be launched and promoted amongst internal and external partners.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To develop a more effective service following the closure of the community houses.

ATTACHMENTS: **N**
FILE REFERENCE:
SOURCE DOCUMENT: