

Title of meeting: Health, Wellbeing & Social Care Portfolio Meeting

Subject: Prevention and Reduction in need

Date of meeting: 7th March 2023

Report by: Sharon Furtado, Team Manager, Independence & Wellbeing

Wards affected: All

1. Requested by

Councillor Matthew Winnington, Cabinet Member, Health, Wellbeing & Social Care

2. Purpose

To update the Portfolio holder and spokespeople on the Independence and Wellbeing Team (IWT) activity on prevention and reduction of need.

3. Background

The Care Act 2014 highlights Prevention as one of 7 key responsibilities for Local Authorities and is defined in the Care Act Statutory Guidance (2016), as ***the care and support system actively promoting independence and wellbeing***. Our responsibility applies to adults with care and support needs, whether eligible or ineligible as well as those without care and support needs. As the statutory guidance highlights, 'at every interaction with a person, a local authority should consider whether or how the person's needs could be reduced or other needs could be delayed from arising' (DHSC, 2016).

The current Adult Social Care (ASC) Strategy 2021-25 sets out 5 indicators of its effectiveness:

- People are informed, enabled independent and safe.
- People have a range of options for receiving the care and support they need.
- The service is working collaboratively with people.
- There is collaboration with the Community to work in a strengths-based approach.
- Portsmouth has a high quality, safe, sustainable and integrated health and care offer.

The IWT, in its present format, was established approximately 10 years ago, having previously operated under the name of the Health Improvement & Development Service. The aim of the service is to reduce dependence and demand on health and social care statutory services by developing early intervention support and activities to help individuals to learn and/or retain their skills and confidence, thus preventing

and reducing need or delaying deterioration wherever possible. Thereby, ensuring the Council delivers on its statutory duties.

IWT's aims are to support Portsmouth residents to:

- retain their independence and quality of life
- keep well
- avoid social isolation and loneliness
- have a sense of purpose
- build and promote community

The team includes the following roles:

- Management
- Community Connectors
- Community Development Officers
- Project Officers
- Catering & Domestic Service Officer Training Officer
- Admin support

4. Information requested

The IWT has 3 main strands to its service - Community Connectors Service, Community Development and Training In addition, a Catering & Domestic Services Officer, who provides training and audit services for Portsmouth City Council, (PCC) residential care homes (adults and children).

Covid-19 lockdown restrictions imposed a reduction on service delivery; however, a limited offer was still available to residents. Post-pandemic a robust recovery plan was implemented, and the service is again able to offer social and wellbeing activities and the number of people accessing IWT projects has returned to pre-Covid levels. Lockdown was also used to review aims and objectives and revise the service offer. This included reviewing the service evaluation and feedback mechanisms and implementing changes so that meaningful statistical data can be collected and analysed to assess the effectiveness of the service and establish its return on investment.

4.1 Community Connectors

The Community Connector Service was piloted in 2015 funded through the Better Care Fund. The aim of the Service is to reduce loneliness and social isolation amongst adults residing in Extra Care Housing and/or the local community in Portsmouth (PO1 - PO6), by connecting individuals to existing community-based resources appropriate to their needs and interests. A strength based approach is taken to identify and address inequalities in accessing these resources and by supporting Portsmouth residents irrespective of their accommodation, to grow their own networks. In 2022, the service has received 268 (2022/23 Q1-Q3) referrals from Adult Services, the NHS, specifically primary care services such as Social Prescribers. This year to date, 176 people have received support as the number of referrals consistently outstrips capacity, and a waiting list is in operation to manage the demand. Since engaging with the Community Connector

Service, 91% of Portsmouth residents reported a decrease in "feeling lonely or isolated" and 91% reported an increase to their "Confidence to go out and about and doing things they enjoy".

4.2 Community Development Team

The Community Development Team's remit is to set up and facilitate social, healthy and/or physical activity groups across the city for adults who are or may be at risk of social isolation and loneliness or on the cusp of requiring health or social care services. Community Development Officers undertake this work either through direct project delivery or in partnership with local community groups or voluntary organisations. Referral pathways into IWT projects include Adult Social Care, the NHS (including primary care services), community organisations and self-referrals. Current projects are:

- Milton Piece Community Allotment
- Ethnic Grow Project (in partnership with the Landport Grow Zone)
- Mini Orchard (in partnership with the Stacey Centre)
- Treadgolds Courtyard Garden
- Diversi-Tea Lounge including a monthly lunch club (in partnership with Personal Choice)
- Cross Cultural Women's Group (in partnership with University of Portsmouth who provide English for Speakers of Other Languages, ESOL facilitators)
- Reading Friends (in partnership with Portsmouth Library Service)
- Wellbeing Walks
- Nature Watch
- Chop Cook Chat
- Carers' Breaks (in partnership with the Carers' Centre)
- Extra Care Housing Social Activities Group

Monday	Ethnic Growing Project Session	Carers 'Breaks - Cookery Session	Community Allotment - Learning Disability Group Session	2 x Wellbeing Walk			
Tuesday	Chop Cook Chat Session	Community Allotment - St. James' Hospital Group Session	Reading Friends - Cosham Library	4 x Wellbeing Walks	Diversi-Tea Lounge Session		
Wednesday	2 x Chop Cook Chat Session	Cross Cultural Women's Group	Community Allotment - Volunteer Session	Community Allotment - Refugee Group Session	4 x Wellbeing Walks	Extra Care - Crane Court Tea & Chat Session	Stacey Centre Mini Orchard Gardening Group
Thursday	Carers' Break Cookery Session	Extra Care - Brunel Court Games Group	Wellbeing Walk	Extra Care - Osprey Court Activities Group	Nature Watch		
Friday	Carers' Breaks Cookery Session	Community Allotment - Learning Disability Group Session	Treadgolds Learning Disability Group Session	2 x Wellbeing Walk			

Saturday	Carers' Breaks - Games Group						
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The service is now working to support projects to move to a self-sustainable status, either by becoming a voluntary organisation or with volunteers becoming session leaders. This will release capacity in the service, to develop new projects and grow the community offer. Examples of success are:

Chat Over Chai.

This group was set up by IWT to provide cross cultural social and wellbeing opportunities for BME women with a focus on confidence building. Participants were encouraged to take ownership of the group, which led to a committee being set up. The committee was supported by IWT to become a standalone voluntary organisation and they are now a key partner organisation.

Volunteers

Volunteers are important and valued members of the IWT and an integral support to a number of our community-based projects. Involving volunteers in our work increases the diversity of our services, which enriches the experiences of the people who access them and means that we have the additional skills and capacity to reach more people in need. For example, our volunteers have enabled IWT to offer 12 weekly walking opportunities for approx. 150 walkers throughout the city; 6 weekly Chop Cook Chat sessions supporting 35 older men to learn how to cook for themselves; maintenance of the community allotment and other gardening sites. Working in partnership with our volunteers has supported the service to increase the number of activity sessions available to vulnerable residents as well as enabling the service to grow its offer by developing a diverse and varied programme of activities and social opportunities.

4.3 Training

The IWT training offer includes delivery of:

- **Making Every Contact Count - Healthy Conversation Skills (MECC HCS)** is an approach that enhances the day-to-day conversations professionals have with people to support them in making positive changes to their health and wellbeing.
- **Cultural Competency Training** is a course to support professionals understanding of the principles of cultural competence; the impact stereotyping has on practice and explore the barriers marginalised communities face when accessing services.
- **Volunteer Training** is provided to volunteers to ensure they understand their role as a volunteer and are trained to undertake the work required, understand the principles of safeguarding and work within the PCC standards.
- **Social Care and Training - Portsmouth Partnership (SCAT-PP)** is a directory of training offered by PCC to external care organisations. This training offer generates income of approx. £15,000 p.a.

4.2 Future Development

Our plan for 2023-24 is to develop new social, health and wellbeing opportunities in the city to meet increasing demand for preventative work.

Social

- Men's Group in the north of the city.
- Deliver additional sessions of existing social groups to manage demand.

Green Activities

- Increase number of facilitated growing sessions at the Community Allotment following requests from disability groups.
- Redevelop the Community Allotment to make it more accessible and safer for residents with disabilities.
- Work in partnership with Victoria Park to develop nature/gardening-based activities as part of their "People's Park" project to create a more inclusive space for residents.

Health

- Additional sessions to meet demand for cookery sessions for older people. Work is currently being undertaken to recruit volunteer session leads and suitable venues.
- Working with Victoria Park as part of their "People's Park" project, which looks to create a multiuse and more inclusive green space for residents. This is to develop a more varied offer of physical activities such as yoga, circuits, racquet sports, cycling etc. for a wide demographic, inclusive of marginalised groups. To meet the cost of trainers and equipment, we are exploring funding through Sports England.
- Delivery of seated exercises within Extra Care and in the wider community to prevent falls, improve muscle strength and improve mobility of joints.
- £25,000 in funding has been given by PCC Public Health Directorate to fund a Community Development Officer to raise awareness and understanding of mental health within minority ethnic communities and improve their access to mental health services.

Community Connectors

- Apply for Transformation funding to grow capacity within the service to meet ongoing and increasing demand within Extra Care and in the wider community.
- Recruit a Community Connector to support Adult Social Care to connect more of our residents to independence and wellbeing opportunities when they are referred to ASC.

Other

- Implement revised evaluation mechanisms to generate meaningful statistical data to report on the impact and effectiveness of the service.

- Continue to embed co-production in community development and review current ways of working to ensure the needs of Portsmouth residents are met.
- Support ASC and other professional partners to engage with Portsmouth residents to promote health and wellbeing initiatives to prevent and/or reduce dependence on statutory services.

4.3 Summary

IWT plays an integral role in delivering PCCs statutory duties within the Care Act 2014, focussing on preventing, reducing and delaying the needs for funded social care. The focus is now on ensuring that the limited resources can be utilised as effectively as possible to grow the offer and ensure more residents of Portsmouth can benefit from connecting with their communities and by doing so improve their health and wellbeing. This includes the service working closely with Adults Care and Support and with partners in the NHS and specifically with primary care, to ensure that prevention is at the heart of what is delivered and that resources are coordinated across the system to best effect.

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Signed by (Director)

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location