



Neighbourhoods and Prevention – Connected Communities

Locality Board Update 24th April 2024

Purpose

- To provide update on progress as a result of activity within the Connected Communities Pillar as part of a series of updates on progress on the Neighbourhood and Prevention Programme
- To provide a more focused update and reassurance to the partnership on the workstreams that delivering against the Neighbourhood and Prevention ambition
- Provide opportunity for partners to review and discuss and offer contributions to next steps.

Background - Neighbourhoods and Prevention Overview

The ambition for the Neighbourhoods and Prevention programme is to bring together services, organisations and groups in neighbourhoods.

It is about both people and place:

- Creating vibrant, clean and safe places where people can socialise, make friends, and access a range of culture, sport and leisure activities
- Joining up public services, working together alongside local people as a single team.
- Making it easier for people to get help at an earlier stage – reducing the need for crisis interventions
- Working with the VCFSE sector to enable communities to use their knowledge, skills and assets
- Reducing inequalities and ensuring every neighbourhood can thrive

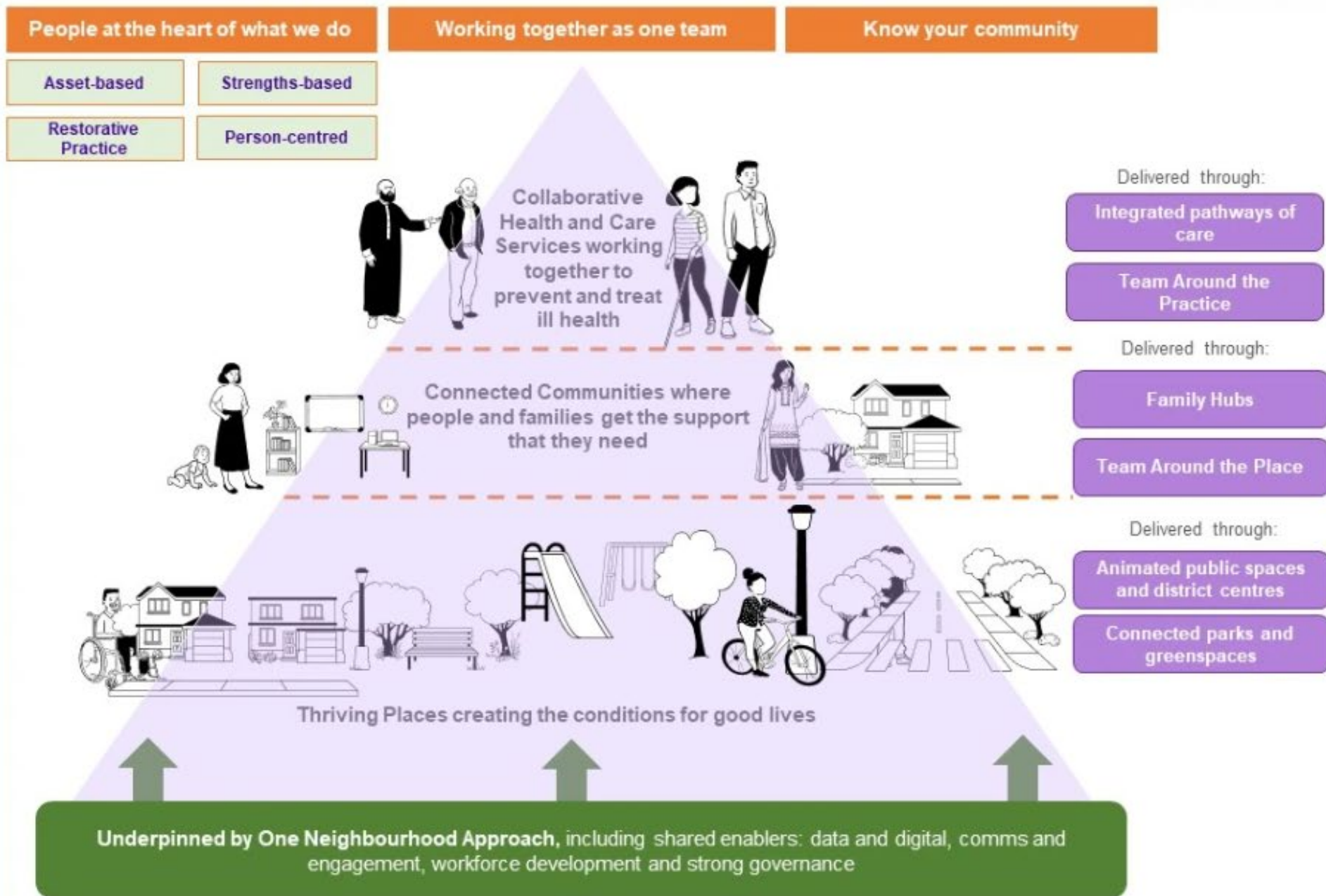
See the graphic on slide 4 which shows the ambition and principles of the whole programme and the context for Connected Communities pillar which supports people and families to get the support they need.

One Neighbourhood Team: Designed around the Person, Family and Community, with the look and feel of one team

Why: Stockport's neighbourhoods are unique and people value a sense of community, feeling safe and having pride in a local area. We want to develop brilliant community spaces in our neighbourhoods, good local information and advice and easy access to early support when needed. By working together we will achieve better outcomes for people and make better use of public resources. We will encourage independence and resilience, whilst acknowledging that when people face challenges, the causes can be complex, but the best solutions exist at a local level, whether that is through family, social connections, communities or neighbourhoods. Working in this way will achieve better care & support, better outcomes and better value for money, as well as vibrant places and public spaces.

What: We will mobilise to build collaboration, between public-, VCFSE- and business sectors and with communities and residents themselves, understanding the role all play in improving local outcomes. We will build trusted relationships and reduce duplication, leading to resilient, thriving, happy communities.

How: Neighbourhoods are the mechanism by which key/joint strategies are delivered. Working to common service goals and outcomes, and where appropriate, with aligned geographical footprints, which are small enough to know communities well and large enough to allow us to organise & flex around people's needs and deliver support where it is most needed, we can bring public services together to improve outcomes and reduce inequalities.



REMINDER OF PROGRAMME STRUCTURE

NEIGHBOURHOODS & PREVENTION PROGRAMME

SRO: Chris McLoughlin OBE | Programme Managers: Carolyn Anderson & Lindsey Mallory

One Neighbourhood Approach <i>SRO: Kathryn Rees</i>		Thriving Places <i>SROs: Ebba Stubbs & Gill Lawton</i>		Connected Communities <i>SRO: Heidi Shaw</i>		Collaborative Health & Care <i>SROs: Philippa Johnson & Sarah Dillon</i>	
Citizen Access & Prevention	Comms & Engagement	Environmentally Sustainable Spaces	Inclusive & Accessible Places	Anti-Poverty	Family Hubs	Integrated Pathways	Team Around the Practice
Shared Digital Infrastructure	One Neighbourhood Approach	Safe & Cohesive Spaces	Estates	Communities First	Multiple Disadvantage	Out of Hospital Urgent Care Model	Primary Care Networks – Area Leadership Teams
Workforce & Culture	Data, Intelligence & Reporting	Animated Places	Infrastructure	Equality, Diversity & Inclusion	Right Care Right Person	Proactive Care	

Connected Communities

Ambition: Connected communities where people and families get the support they need.

More effective and timely support from a connected system which prevents those needs from escalating and needing more specialist services.

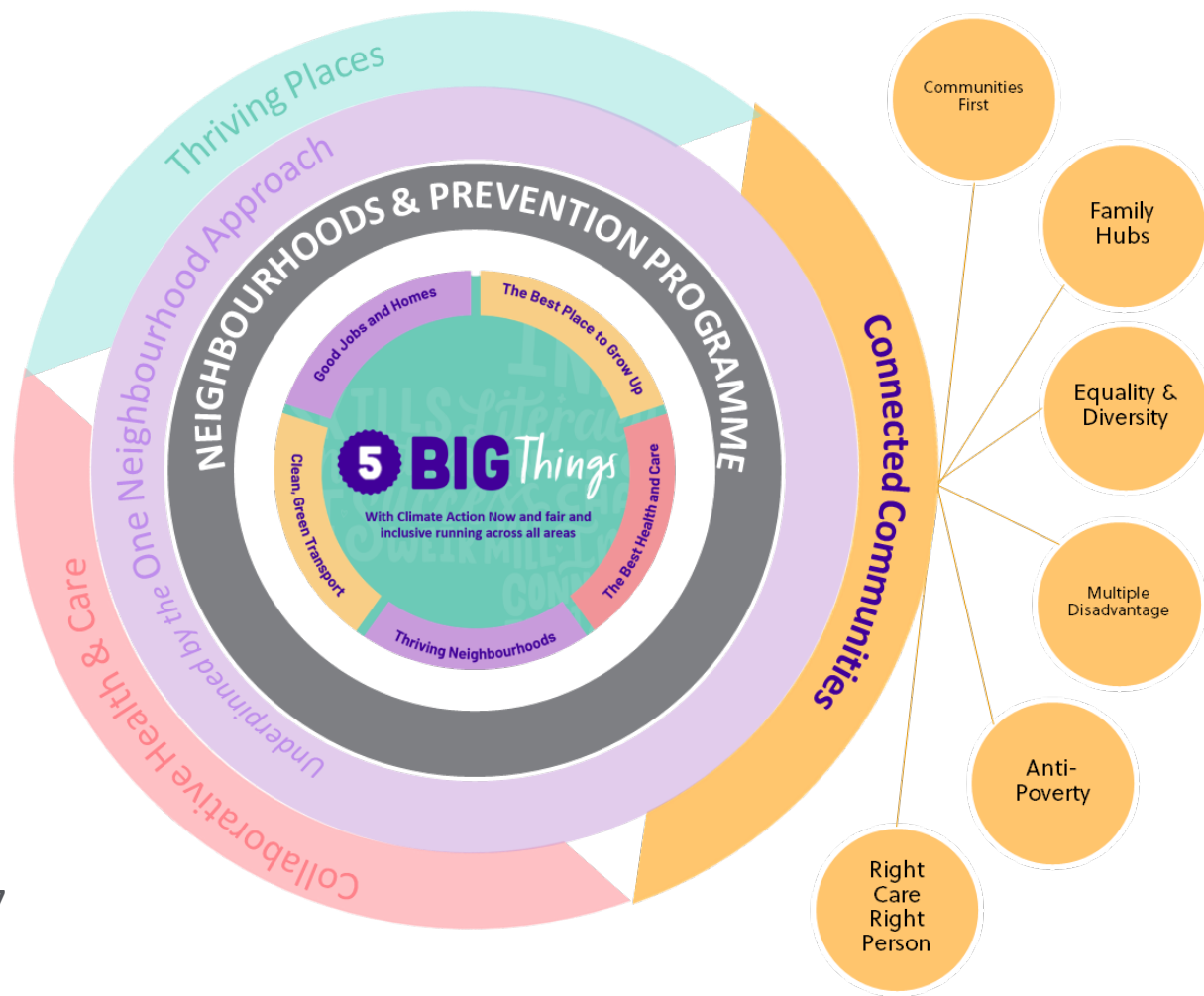
Understanding and building on what is strong in our communities, enabling and working with people towards local solutions.

Delivered through:

- **Family Hubs** – test and learn, scale and spread
- **Communities First** – Formalising Team around the Place and VCFSE investment
- **Anti-Poverty** – Mapping the offer towards a coordinated approach
- **Multiple Disadvantage** – Design a model to ensure cohesive offer
- **Equality, Diversity & Inclusion** – embedding across our neighbourhood work
- **Right Care Right Person** - A social issues pathway in progress

Connected Communities IN CONTEXT

This work is integral to the delivery of our borough plan, One Stockport, One Future and the One Health and Care Plan.



By March 2025 You will see

- Seven Teams around the Place established to coordinate networks in each neighbourhood
- Seven Family Hubs established in neighbourhoods across the borough
- A model to bring an offer of support for residents facing multiple disadvantage
- A social issues pathway in place to ensure people get the right care in the right place at the right time (Right Care, Right Person)

Progress (overview – detail in slides below)

- Three **Family Hubs** have now launched and are continuing to be a test and learn space for the neighbourhoods and prevention approach with valuable learning on developing access to activity and services
- Learning is being captured and codified to bring a consistent roll out of **networks** working with the GM Trailblazer programme and the Innovation Unit
- **Teams around the Place** are supporting coordination and prioritisation in neighbourhoods with links to neighbourhood profiles - continue to be a test and learn space
- Cost of Living phone line established April 2023 with dedicated staff working with Trusted Partners and created a network of **financial support drop-in sessions** in partnership with community organisations.;
- Brokered DWP attendance at Brinnington and Adswold **Family Hub**
- Citizens Advice provision in libraries and Trussell Trust food banks – service locations evaluated in reaction to area and footfall
- **Multiple disadvantage** model in development working closely with GM – workshop planned for early June

Family Hub Impact Highlights

Access

- New virtual offer and where necessary an enquiry form. It has not led to greater numbers of allocated Early Help Assessments (EHAs). People want clearer information, and it does make a difference to them. This is Prevention and self-help.
- Very few enquiries for single referral - paths into Early Help Assessment e.g. Team around the Early Years and Team around the School, Mosaic, Youth Justice Service, Parenting already exist
- 71% of online enquiries are Getting Advice, 24% Help, 6% More Help (EHA), 0% Risk Support
- Of those enquires we provided information in 62% of cases, referred on to a single service with no EHA 15% and only 6% stepped up to a triage. 0% required a referral to Multi Agency Safeguarding and Support Hub (MASSH) for safeguarding.

Connections

- Integrated collaboration between family help, start well and school nursing - child on 99 percentile for his weight led to referral to Paediatrics. Engagement with EHA/Team Around the Family (TAF) and ABL success.
- 150 Bridge staff inducted, offering proactive engagement with their customers promoting public health information, online parenting options and more, as well as providing the empathy and connection to the full offer.

Relationships

- Orange Umbrella & family hub bridge staff at a local Library offered support and onward referral to Stockport Homes for a parent fleeing Domestic Abuse. **It was the library they felt comfortable to attend**
- Life Leisure Mini Movers – Trusted coach and family hub bridge consulted on best way to support a parent with high levels of anxiety regarding child starting school and parent fearing social care. Able to feed advice back through the sports coach. No EHA or Child and Family Assessment required.

Team around the Place Impact Highlights

Team Around the Place (TAP) is key to the development of a model of neighbourhood co-ordination with a focus on collaboration, community resilience and the wider determinants of health and wellbeing.

Whilst we develop the model further at a senior leadership level, TAP Captains and TAP Networks are making great progress.

TAPs are meeting up in person, to learn and collaborate: The March Heatons TAP meeting focussed on developing a joint action plan for the Heatons TAP. The TAP Captain an overview of the Neighbourhoods and Prevention Programme alongside the key metrics by which the OHCP measures success and neighbourhood level data. The session was well received by colleagues, who felt they had a better understanding of:

- the purpose of neighbourhoods and prevention
- the commonality of aims across the TAP members
- the opportunities for closer partnership working to address local priorities and be more impactful

The next steps are for TAP members to agree which priorities they will focus on and to develop joint responses to local needs

Working with their TAP Captain (who doubles as a PH Healthy Communities Officer) ,Life Leisure, Public Health/Stockport Council, Age UK Stockport, Viaduct Care CIC and Brinnington Surgery have introduced a Wellbeing prescription as an additional tool to support Viaduct and the surgery to integrate patients and residents into community services. Patients can self-refer by posting their prescription through a letter box at the surgery and if they are pre-diabetic and want to change their lifestyle. Prescriptions are picked up by a Community Supporter who connects patients to community activities in their neighbourhood. Pre-prescription, activity levels were low or zero with minimal engagement in their community. Post prescription many people have experienced a complete change of lifestyle with activity levels increasing from zero to 3 hours per week and people also encouraging their family to join in with their new activities

TAPS are supporting more joined up working around consultation and engagement: Our Victoria and Central TAP Captain was approached by several Council/MDC colleagues over a period of months, to support consultation work in Edgeley. Sensing some duplication of effort and seeing an opportunity for collaboration, she established a time-limited working group to focus on:

1. Mapping the engagement work which has been completed and is planned
2. Sharing and reviewing existing consultation work to avoid duplication
3. Considering opportunities for joint working

The advantages of this approach have been:

1. Reducing the number of times we consult avoids consultation fatigue and potential damage to Council relationships with stakeholders
2. Reducing duplication of effort and improving productivity/efficiency of those completing the consultations by utilising existing information
3. Identifying further opportunities for joint working across teams to develop consistency of approach

This approach can easily be replicated across the TAPs, with the right leadership resource in place and would support our ambitions to develop a partnership wide engagement strategy and toolkit

Anti-Poverty Impact Highlights

Improved Strategic Governance

- Anti-Poverty objectives agreed and approved by CLT, scrutiny and signed off by cabinet (12 March 2024)
- Resident Advice and Support (RAS) restructure complete and aligned to AP objectives and establishment budget
- Anti-Poverty Steering Group and Anti-Poverty Operations Group now in place with agreed terms of reference

Improved coordination of support

- Resident Advice & Support services – in last 12 months supported almost 30,000 unique residents with almost 40,000 issues. Over £16m on new income gained (benefits, debt written off)
- Cost of Living (COL) adviceline launched in April 2023 with dedicated staff working with Trusted Partners – embedded warm referrals. Support over 3600 residents over 4500 issues. Over £1m of outstanding debt identified. 1323 warm handovers to support organisations.
- Closer working with Trusted Partners has resulted in improved and tailored journey for residents in need – e.g. Stockport Homes, Disability Stockport, Cost of Living advice line has evolved into the front door for RAS and triage.

Continued and expanded Targeted support

- Household Support Fund (HSF) 4 delivered – over 30,000 households received support. 15,000 pupils received family support vouchers. Trusted Partners approach recognised as regional and national best practice
- Utilising council-owned and partner-owned data to target support - Pilot with Heaton GP to increase uptake of attendance allowance

Enhanced collaboration between anti-poverty stakeholders

- Re-established Stockport Community Advice and Information Network (SCAIN) – meets quarterly, information sharing
- Stockport Money Advice and Referral Tool (SMART) distributed across partner organisations
- Libraries strengthened financial support offer i.e. location for Citizens Advice Advisors, referral partner for foodbank vouchers
- COL outreach and raised profile for COL service with key stakeholders and partners
- The Situation Report (SITREP) brings together data sets from stakeholders to inform policy

Delivered financial support in neighbourhoods

- Created a network of financial support drop-in sessions in with community organisations and brokered attendance by range of services. Department of Work and Pensions (DWP) Family Support Advisors in Family Hubs
- Citizens Advice based in libraries and Trussell Trust food banks
- Attended 30 community events in past year to raise awareness of available support
- Week of activities as part of Talk Money Week, Money Box family events as part of Stockport Town of Culture
- 5 Money Max Roadshows held and HSBC and Virgin Money events in Libraries

Multiple Disadvantage and Right Care Right Person

Desktop analysis is in progress to understand the situation in Stockport for people facing multiple disadvantage (MD) to reflect GM profile including mapping all services who come into contact with those who experience MD.

Workshop planned for early June engaging stakeholders and people with lived experience to understand:

- What have we got
- Explore the art of the possible
- Make Every Adult Matter (MEAM) approach
- Develop a model to push forward for Stockport
- Identifying resource to implement

This workshop will bring a focus on this work and bring system partners together to scope out the Stockport model.

This work is taking place in partnership and closely aligned to the GM work on Multiple Disadvantage and Right Care Right Person building on learning from other places.

Equality, Diversity and Inclusion

Priority actions for Equality Objective 1 Stockport is a fair and inclusive borough	Timeline
Continue to develop inclusive calendar 2024 with staff networks and community networks to celebrate diversity in the Borough	On-going annual
Further develop the community equity networks and link them with decision makers, strengthening relationships and partnerships	On-going
Ensure that equalities is well-embedded in the Neighbourhoods and Prevention programme in order to make the borough feel more connected	On-going
Participate in the development of GM equality initiatives (e.g. GM Race Equality Framework, Interfaith Covenant, Disability Survey)	Ongoing

Priority actions for Equality Objective 3 To understand our diverse communities and their specific needs	Timeline
Further dissemination of the Census information across the Council and partners	TBC
Agree and sign off a Participation/Engagement Strategy & launch and publicise the toolkit	Spring 2024
Review strategic partnerships to ensure that lived experience is reflected in them where appropriate	Spring 2024
Completion of self-assessment across all Directorates	Spring 2024 onwards

Priority actions for Equality Objective 4 To address inequality in our services	Timeline
Strengthening our use of EDI data to understand services and inform service delivery through: <ul style="list-style-type: none"> • Our corporate strategy for data collection and use • EDI Self assessment across all Directorates, including evidence of collecting, analysing and acting upon EDI data consistently 	Ongoing
Explore a programme of work with Senior Leadership Group (SLG) (SMBC) and wider leaders to think about EDI within their own service (consultant challenge and education sessions)	In development. Follows completion of self-assessment
Improving use and quality of Equality Impact Assessments	May 2024



1 A fair and inclusive Stockport
A borough for everyone - diversity and inclusion is celebrated and everyone has equity of opportunity

Delivering 5 big things together

To be the best place to live happy and healthy lives over the next fifteen years, we must have a relentless focus on the biggest challenges facing our borough:

Fair and Inclusive. Stockport is a great, diverse place to live, where everyone can thrive.
We know that the factors that drive inequality interact with one another. In building a fair and inclusive Stockport we want to ensure that everyone has the opportunity to be happy, healthy and succeed in life.

Climate Action Now. Creating a green print for Stockport so it is a climate friendly place to live, work, play and invest.
We recognise that urgent action is needed to reduce emissions and adapt to the effects of extreme weather and warming temperatures.



ONE STOCKPORT

Connected Communities Next Steps

- 25th April - Inclusive jobs fair, money max roadshow
- Spring 2024 - agree and sign off a Participation/Engagement Strategy & launch and publicise the toolkit
- w/c 20th May Family Hub town centre launches with 'bridge' at Stopford reception
- Early June - Multiple Disadvantage model design workshop
- Summer 2024 – Complete the consolidation of the The Prevention Alliance (TAP) approach to support neighbourhood coordination and leadership
- Summer 2024 - Roll out of neighbourhood profiles through TAP
- Summer 2024 - Community conversations in each TAP area to understand what is important to people in their community
- Autumn 2024 - Develop high level action plans for each neighbourhood
- Delivery against Action Plans through 24/25
- Ongoing poverty proofing work in 6 schools

RESIDENT VOICE INTO PROGRAMME THROUGH...

