

Adults' Health and Wellbeing Commissioning Group

A meeting of Adults' Health and Wellbeing Commissioning Group was held on Tuesday, 21st June, 2016.

Present: Peter Kelly(Chairman), Cllr Jim Beall, Emma Champley, Liz Hanley, Sean McEneaney, Paula Swindale (Vice Karen Hawkins), Jayne Herring

Officers: Jenny Cowell (Public Health), Stephen Shaw (Economic Growth and Development Services), Jenna McDonald (Democratic Services)

Also in attendance:

Apologies: Karen Hawkins

1 Declarations of Interest

Councillor Jim Beall declared an interest as Chair of Eastern Ravens Trust.

AGREED that the declaration be noted.

2 Minutes of the meeting held on 19 April 2016

Consideration was given to the draft minutes of the meeting held on 19 April 2016.

It was noted that all actions arising from the meeting held on 21 June 2016 were on going.

RESOLVED that the minutes be approved.

3 Evaluation of the Warm Homes Healthy People(WHHP) Programme 15/16 and proposals for WHHP 16/17.

The Group was presented with an evaluation of the Warm Homes Healthy People (WHHP) Programme 2015/16 in addition to the proposal for 2016/17.

Key points and emerging issues were highlighted together as follows:

- The programme was developed and delivered in the winter of 2011/12 and was a partnership project providing help and support to vulnerable members of the community whose physical and mental health could be made worse by the cold, and who required support for affordable warmth.
- Delivered by WHHP providers, the programme provided a range of assistance measures under the areas of crisis, preventative and resilience interventions.
- It was noted that the project had evolved into an important response to the issues of fuel poverty and excess winter death in Stockton-On-Tees.
- The most recent programme - WHHP 5, introduced a change in eligibility criteria with the aim of supporting the most vulnerable members of the community and to ensure value for money.

- It was noted that in order to meet the eligibility criteria for Tier 1 support, a client must be either; aged over 75, registered disabled, have a long term illness made worse by the cold and or live with a child under 5 years of age who had a long-term illness made worse by the cold. Tier one support included help with emergency heating, energy tariff, debt and welfare advice to the installation of smoke alarms, a home handyman service and carbon monoxide detectors.

- It was highlighted that in order to meet the criteria for tier 2 support, an applicant was required to be in receipt of means tested benefit and was required to provide evidence before any work was undertaken.

- With regard to the proposed future delivery, it was noted that the available funding for the 2016/17 programme was set at £100,000 from the Public Health Grant. It was proposed that the funding would be allocated by the WHHP Steering Group across a range of providers.

In Summary, it was highlighted that the proposed future delivery would include:

- Stockton Council's Customer Contact Centre continuing to provide the single point of referral alongside benefit checks to check and evidence eligibility for Tier 2 interventions.

- Stockton Council's Heating, Ventilation and Electrical Service (HV&E) continuing to provide service, repair and where required replacement boilers to those eligible.

- Following evaluation, the income maximisation, benefits advice and energy tariff advice interventions would be explored further with the aim of introducing a single provider for those services which included home visits from vulnerable clients.

- Broadacres continuing to provide handyperson service whilst WHHP Steering Group Members continued to liaise with Adult Strategy Commissioners to ensure the service complements other commissioned services

- Cleveland Fire Brigade continuing to provide Emergency Crisis Support out of hours.

- Continued awareness raising across WHHP providers in order to increase onward referral and joint working between organisations.

- Targeting of vulnerable people through an updated communications plan including identifying opportunities for closer working with GP practices, charity and voluntary organisations.

Members raised the following points/questions:

- With regard to achieving targets, it was highlighted that further discussion was required as to whether 75 years or over was the appropriate age bracket.

- The Group was keen to understand whether those without a disability were being turned away from the service as a result of pressures on funding. It was established that this is not be the case. All those eligible would be able to

access the service under the current programme delivery. It was noted that there were more people unable to access Tier 2 support due to eligibility for this support requiring the person to be in receipt of listed benefits. Organisations which worked with SBC in relation to the Tier 1 included Citizens Advice who were able to offer support for people under the Warm Homes Criteria.

- In response to questions relating to unclaimed benefits, it was noted that with regard to the Stockton District Advice and Information Service (SDAIS), £153,966.36 in previously unclaimed benefit had been confirmed whilst applications for a further £214,043.59 were being processed.

- It was asked whether the £153,966.36 was directly attributable to the programme. It was heard that it was attributable to those clients that had been helped by the WHHP Programme.

- Although there were no budget pressures identified, it was agreed that if more resource was invested into the Programme it could potentially result in more people in the more targeted areas receiving help. It was noted that Catalyst was asked to review and identify gaps relating to benefit maximisation and welfare issues.

- With regard to added value, it was noted that it may have been beneficial to link into the Disabled Facilities Grant (DFG) work. It was highlighted that links had also been made with the Regional Loan Scheme.

- It was important to ensure that those providers that delivered the programme were confident that every person who qualified for the Disabled Facilities Grant lived in a warm home.

- In order to ensure that all groups were reached, it was suggested that disadvantaged communities be included in the updated communications plan moving forward. It was highlighted that it was important to empower individuals by ensuring that they received information on available services.

- With regard to DFG applications, it was asked whether there was opportunity to refer those individuals going through the DFG process into the WHHP Programme through the existing contact centre service available to WHHP.

- It was asked whether there was a trigger in the care assessment process which led to referrals to WHHP. It was noted that SBC currently worked closely with Social Workers and Occupational Therapists to link DFG into the assessment process.

- Members highlighted the importance of home assessments with regard to hospital discharges. It was noted that it was important that the individual being discharged would return to a warm home.

RESOLVED that:

1. the Group noted the contents of the report.

2. the Group approved the proposal to continue with the unchanged eligibility criteria for WHHP 2016/17.

4 Stockton on Tees Domestic Violence and Abuse Support Service Review 2016

The Group received an update regarding the review of the Domestic Violence and Abuse Service. The report provided an update at the midway point in the project and described activity undertaken and the future planned project activity against timescales for the review process.

Key points were highlighted as follows:

- The current Specialist Domestic Violence and Abuse Service was procured in 2014 following a robust process.
- The current contract commenced on 1st April 2014 and was in place until 31st March 2017 with an option to extend for 12 months.
- The provider of the current contract in Stockton was Harbour Support Services. It was highlighted that the annual value of the contract was £341,976.
- The service provided support in a family focussed approach and currently included refuge provision, outreach services, an independent domestic violence advisor service, counselling, perpetrator programmes and specialist support for children and young people affected by domestic abuse.
- It was noted that alongside the review process, mapping events were organised to which a wide range of stakeholders were invited. The purpose of the events was to identify wider support which was available to adults, children and young people.

Members noted that a service review was being undertaken between April 2016 and August 2016 and would cover the first two years of the contract period.

The Group raised the following points/questions:

- Relating to the introduction of the new body, Members discussed the refocus of various boards including the Safer Stockton Partnership, the Health and Wellbeing Board and the Stockton Local Safeguarding Children Board.
- With regard to the annual contract value of £341,976, it was noted that it was important to consider whether this amount was sufficient.
- In relation to the survey which was carried out, it was suggested that service user feedback be included as an on-going process going forward.

RESOLVED that:

1. the group noted and approved the update of the planned review.
2. an update be provided to the Group in September 2016 following the completion of the mapping exercise.

5 Forward Plan

The Group was provided with the Forward Plan June 2016 - March 2017.

The following changes were noted:

- A Way Out be scheduled for the meeting on 20 September 2016
- Care Homes Updated - To be tabled at the meeting on 20 September 2016
- Domestic Abuse - To be scheduled for the meeting on 20 September 2016
- Carers Update - To be scheduled for the meeting on 20 September 2016

RESOLVED that the forward plan be noted.