

**CREATING COMMUNITY LED WELL-BEING, AND HEALTHY  
CONNECTED NEIGHBOURHOODS**



**HARINGEY NEIGHBOURHOOD CONNECT  
PILOT PROJECT REPORT**

# LUOS – THE BACKGROUND

- ❖ Living Under one Sun (LUOS) was created in 2005 by mothers of many cultures and ages in Tottenham who got together to share their stories in Meet, Cook & Eat sessions
- ❖ Nine years on, LUOS is a multi-award winning not-for-profit organisation actively creating places for communities to meet, access services, share skills and ideas, and shape their neighbourhoods.

# WHY LIVING UNDER ONE SUN?

- ❖ Ability to reach and engage communities with activities on prevention and peer support, creating access to hard to reach services
- ❖ An existing range of partnerships across many Haringey services
- ❖ Community led, neighbourhood based and well-being approach

# HARINGEY'S BETTER CARE APPROACH



- ❖ Integrating health and social care services
- ❖ Easy to access
- ❖ Well managed, one team,
- ❖ Good and timely information for individuals
- ❖ Respect dignity and promote choice and control
- ❖ Individuals to do things for themselves
- ❖ Promote well-being

# THE NEIGHBOURHOOD CONNECT PILOT

- ✘ Oct 2013 - Commissioned by LBH Adult & Housing Services
- ✘ Tackling isolation and loneliness of residents 50 +
- ✘ Improving neighbourhood connections
- ✘ Access to 'hard to reach' services
- ✘ Preventative and early intervention local case management of individuals' health and social care needs to improve well being and address pressures on A & E services
- ✘ Dec 2103 – Launched      March 2014 - Completed

# THE BUDGET

- ❖ Originally funding for 4 x Community Development workers each covering one of the four CCG Collaboratives
- ❖ Two host delivery agencies, Living Under One Sun (LUOS) and Age UK Haringey (AUKH) each applying a different model
- ❖ Each agency allocated £50,000 with £20,000 retained by the LB Haringey for events and publicity.

## ORIGINAL OUTCOMES FOR THE PILOT

- ❖ Reach out to 2000 residents in total
  - ❖ Have 200 recorded conversations
  - ❖ Map services, activities and opportunities available to 50+ residents
- With...*
- ❖ Age UK – covering West and South East
  - ❖ Living Under One Sun – covering Central and North East

## LUOS MODEL – A COMMUNITY LED APPROACH

- ❖ Create a team of Neighbourhood Connectors
- ❖ Prevention & value for money
- ❖ Community led, peer support & local employment, motivational conversations
- ❖ LUOS produced a model for implementation based on **Fun, Friendship, Food, Fitness, Finance , Forums , Family and Friends , From A- B.....3F's a Day Helped Happiness**
- ❖ A Co-productive approach with partners



# ONLY ONE LUOS MODEL & METHODOLOGY

- ❖ LUOS designed and delivered **Model for Neighbourhood Connectors**- Trained , supported & capacity built Age UK Haringey
- ❖ 16 local people paid to deliver the project
- ❖ 2 Teams of 8 people based in 2 agencies
- ❖ Over 4 Collaboratives
- ❖ Created all the outreach forms for gathering and analysing data- mapping services & holding conversations with residents

## THE NEIGHBOURHOOD CONNECTORS TEAM

- ❖ 16 people were trained & supported by LUOS
- ❖ A team of 8 based in each agency to reach resident 50+ to access local services



# THE CONNECTORS TEAM



# LUOS CREATED AN OFFER PACK

- ❖ Negotiating and creating an offer pack for residents- with LUOS partners including Public Health , Leisure , Parks, Active Travel, HAGA, Quakers Social Action, HAIL, Fire Services & Growing in Haringey .....
- ❖ Finance- Fuel poverty advice , money saving , debt avoidance and management
- ❖ Access to Fire & safety advice
- ❖ Fitness- free 6 weeks access to gym & swimming

# THE OUTREACH PROGRAMME

- ❖ Setting up regular Drop In's
- ❖ Each session for 4.5 to 5 hours
- ❖ Libraries: Wood Green , Coombs Croft
- ❖ Lordship Lane & Tynemouth Rd , Morris House
- ❖ Supported Housing Schemes
- ❖ Village Square and 'Pop Up' events including:  
Wood Green & Bruce grove post offices' and  
Shopping Centres, Community Centres,  
Pensioners & Older Peoples Forums ,.....

# OUTREACH COMMUNITY LANGUAGES: (IN ADDITION TO ENGLISH)



- ❖ Turkish,
- ❖ Amharic
- ❖ Spanish
- ❖ Italian
- ❖ Farsi
- ❖ Arabic
- ❖ French
- ❖ Albanian

# NEIGHBOURHOOD CONNECTORS SKILLS

- ❖ Able to identify residents most vulnerable to the effects of loneliness and isolation -offer independent advice & active befriending



# NEIGHBOURHOOD CONNECTORS PILOT

Able to make direct referrals for services such as:



- ❖ Fire Safety Checks
- ❖ Active with Ease
- ❖ Health Trainers
- ❖ Fuel & Budgeting



# NEIGHBOURHOOD CONNECTORS PILOT

Able to signpost residents to services such as:

- ❖ IAT & HAGA
- ❖ Warm Front
- ❖ Volunteering Opportunities
- ❖ Local groups and activities



# ADDRESSING SOCIAL ISOLATION - WIDER RESEARCH BRIEFINGS (1)

- ❖ The **Social Care Institute for Excellence (2011)** report on 'Preventing social isolation & loneliness' amongst older people recommends several interventions including:
- ❖ **One to one interventions** - befriending, mentoring and 'Community Navigator initiatives – navigators being community members who provide people with emotional, practical and social support and connecting people with services and activities;
- ❖ **Wider Community engagement** includes programmes that support individuals to increase their participation in existing community activities and group services
- ❖ Also need for **more longitudinal and controlled trials.**

## ADDRESSING SOCIAL ISOLATION - WIDER RESEARCH BRIEFINGS (2)

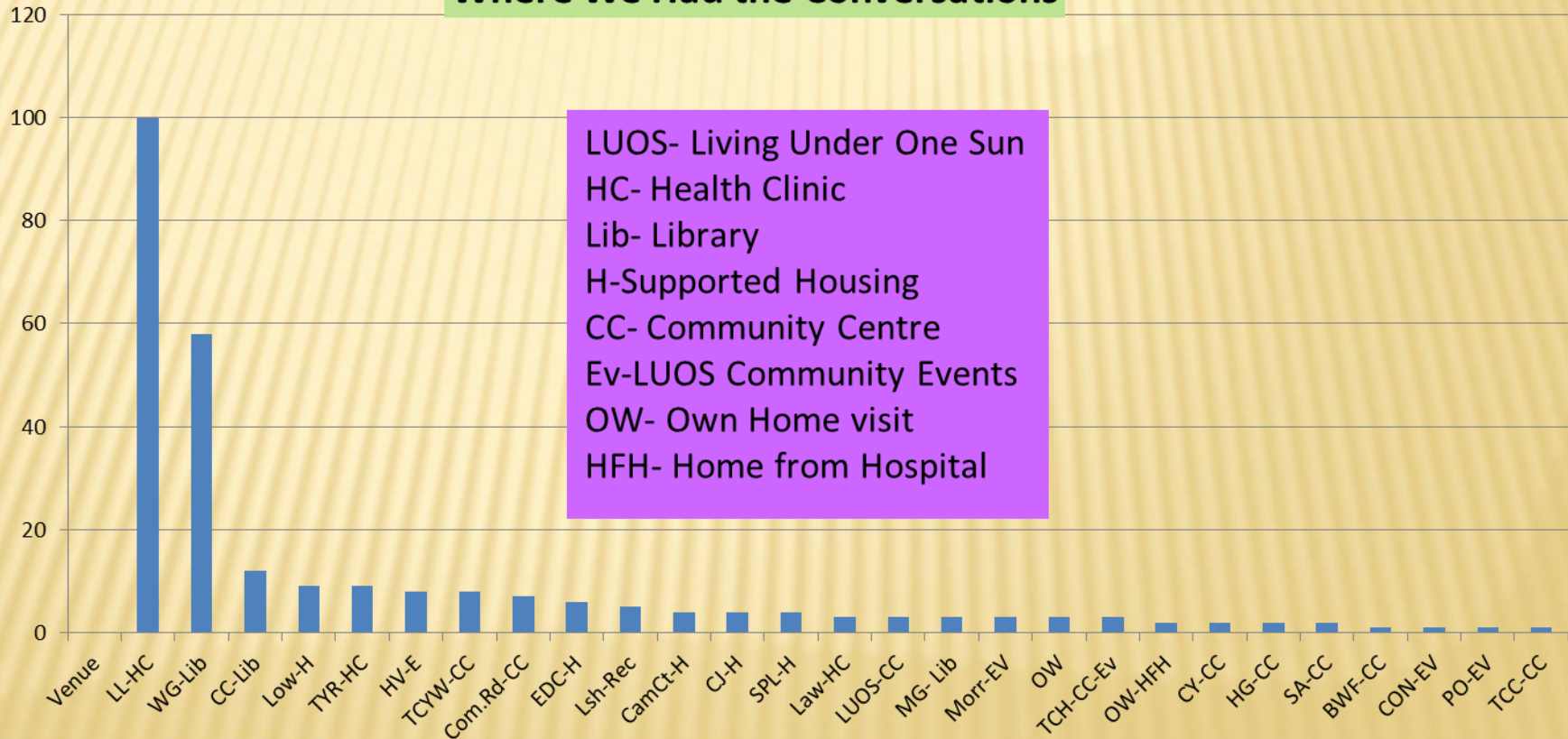
- ❖ **The Institute for Research and Innovation in Social Services** review (2014) on ‘Preventing loneliness and social isolation in older people’ concludes that :
- ❖ flexible support, ideally based within the community, and developed with the involvement older people is effective.
- ❖ and group activities are also especially helpful.

## LUOS OUTCOMES ACHIEVED

- ❖ 2000 residents reached
- ❖ **267 recorded interviews to offer services**
- ❖ 27 'Drop In's' at Libraries (5 hours each)
- ❖ 24 'Drop In's' at Health Centres (5 hours each)
- ❖ 10 sessions at Sheltered & Supported Housing
- ❖ 14 Village Square and 'Pop Up' events
- ❖ 2 Asset Mappings for 50+ employability & jobs
- ❖ During visits by other service providers at a residents (6) home– & via **Home From Hospital**

# WHERE WE HAD THE CONVERSATIONS

**Where We Had the Conversations**

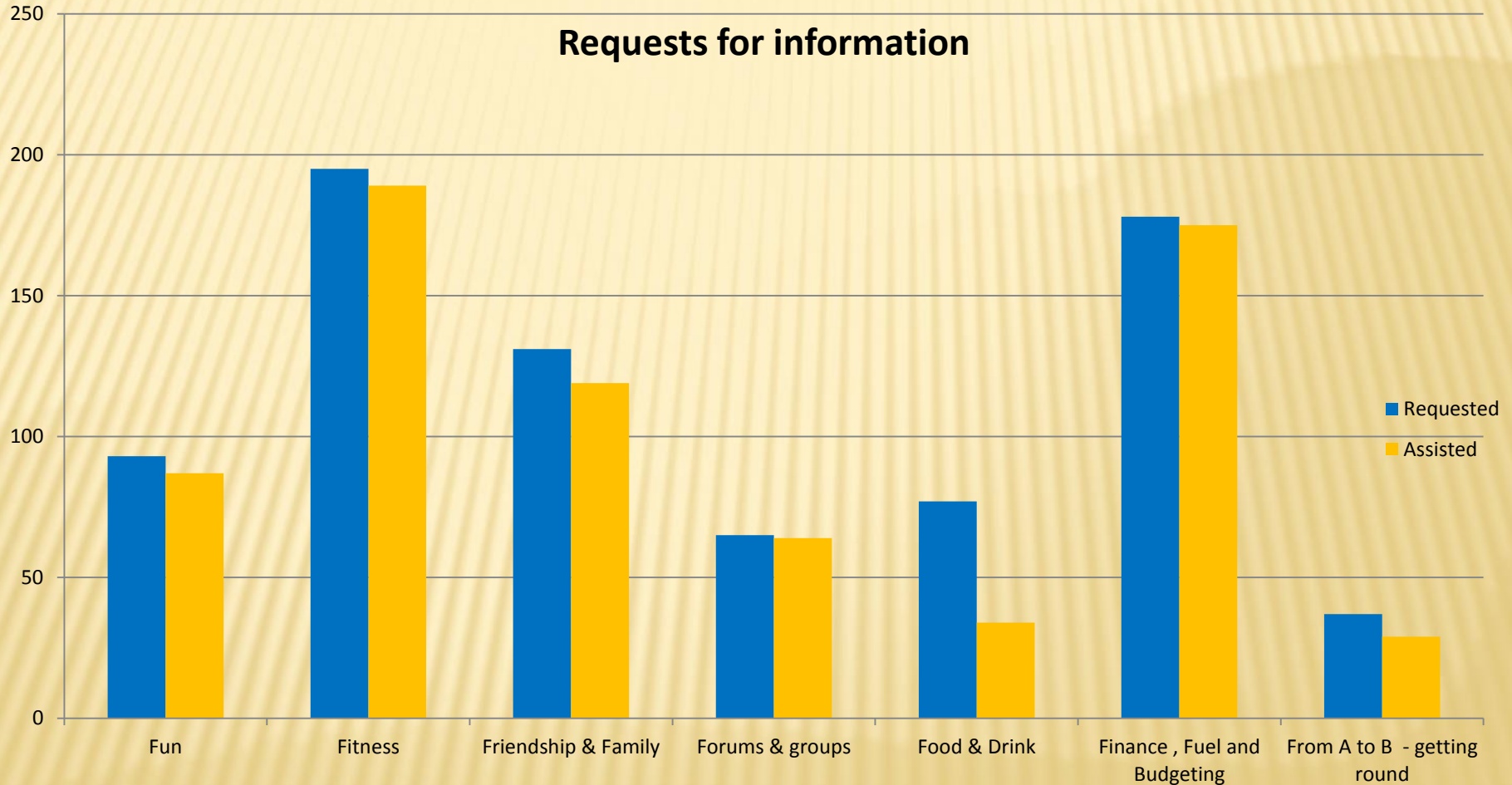


LUOS- Living Under One Sun  
 HC- Health Clinic  
 Lib- Library  
 H-Supported Housing  
 CC- Community Centre  
 Ev-LUOS Community Events  
 OW- Own Home visit  
 HFH- Home from Hospital

# ACTIVITIES TO REDUCE SOCIAL ISOLATION

Areas of activities	Requests	Assisted
❖ Fun	93	87
❖ Fitness	195	189
❖ Friendship & Family	131	119
❖ Forums & groups	65	64
❖ Food & Drink	77	34
❖ Finance , Fuel and Budgeting	178	175
❖ From A to B - Getting Round	37	29
❖ <b>Total</b>	<b>776</b>	<b>697</b>

# ACCESS TO SERVICES AND ACTIVITIES TO HELP REDUCE ISOLATION AND LONELINESS



# OUTCOMES OF KEY OFFERS

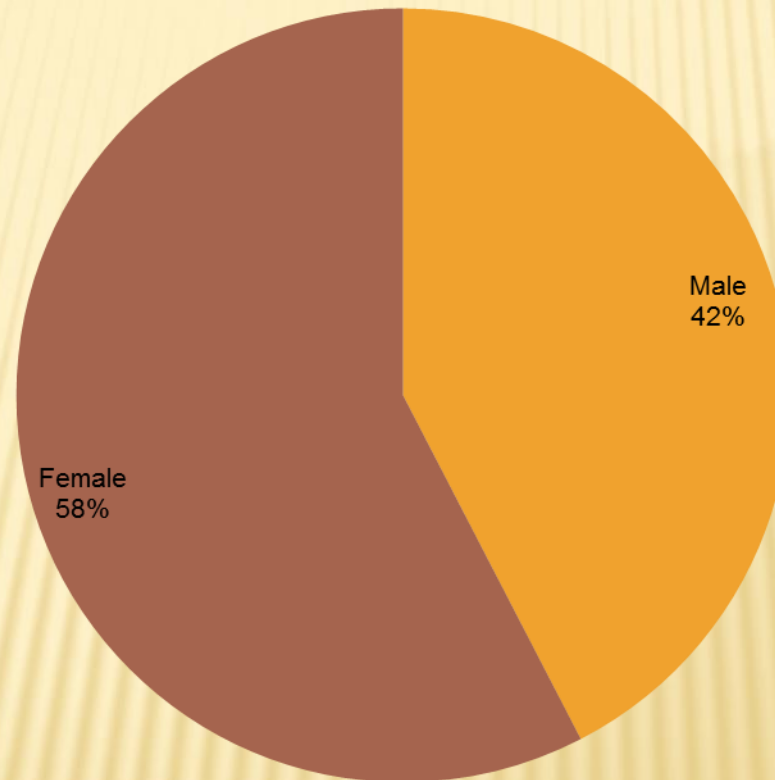
## - ONWARD REFERRALS

❖ Fire Safety	56
❖ Warm Zone	24
❖ Big Switch- Fuel Empowerment	83
❖ Tottenham Active	88
❖ IAT	22
❖ HAGA	3
❖ <b>Total</b>	<b>276</b>



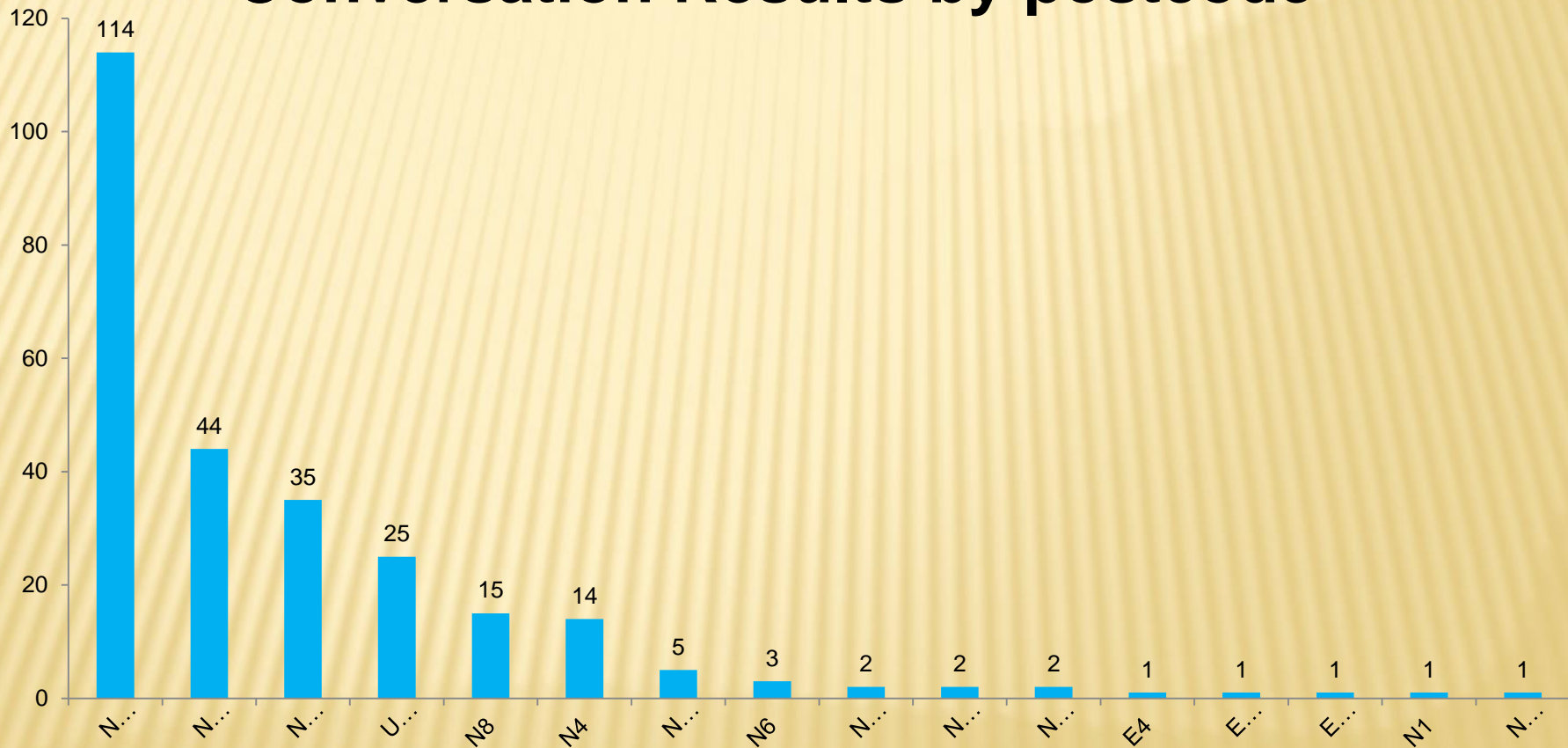
# CONNECTED TO RESIDENTS – BY GENDER

## Results by gender



# NORTH EAST & CENTRAL CCG'S

## Conversation Results by postcode



# LISTENING MADE A DIFFERENCE !

- ❖ Many people said they have not spoken about themselves for a very long time
- ❖ It meant a lot that someone cared!
- ❖ Many did not previously know about services
- ❖ Some services had just closed down
- ❖ Many did not use a park or recreational services
- ❖ Library was safe, to keep warm but not found a friend
- ❖ Becoming poor made a difference - not going out, not buying things like food or doing things with others
- ❖ Being married to someone did not always help
- ❖ Being older jobs or opportunities are harder to get

## REDUCING ISOLATION - LUOS HELPED INDIVIDUAL & GROUPS

- ❖ Social isolation of some Turkish women- literacy and financial independency ( Help -Money Connect & Leisure & Park Services)
- ❖ Lack of activities in Supported Housing (Help - Garden Connect & Resident Associations )
- ❖ Carers – socially isolated need neglected public places made safe to go and get to (Café Connect)
- ❖ Married & isolated & scared( Help -Internet & IT Connect)
- ❖ I can and want to help list ! (volunteering and skill share)

# 41 RESIDENTS WANTED TO HELP !

❖ Art	3	❖ Gardening	3
❖ Hand Craft	3	❖ Daytrips	2
❖ Music	2	❖ Groups	2
❖ Cooking	8	❖ Friends of	1
❖ History	1	❖ 50+ Forums	1
❖ Fashion	1	❖ Conservation	1
❖ Walk	2	❖ Faith Organisations	1
❖ Swim	2	❖ Grow Your Own Food	2
❖ Dance	2	❖ Big Switch & Fuel	1
❖ Exercise	2	❖ Fire Safety	1

# MAPPING HARINGEY

- ❖ The Connectors also walked every street in Haringey to find out and record what services and activities were available to residents of 50+
- ❖ **163 organisations & services mapped in NE & Central Collaboratives**
- ❖ Information used to refer residents to services

# MAPPING THE COLLABORATIVES



Included in the mapping were.....

- Fitness Activities
- Creative Arts Groups
- Community Groups
- Coffee/Tea Mornings
- Parks
- Libraries
- Training Facilities
- Advice Centres
- Places of Worship
- Etc.....

# WHO IS THE MAP FOR?

- ❖ Residents - Letting them know what's available in their area & giving them choices about a variety of activities
- ❖ Statutory Service Providers (GPs, Social Care Services) – As an extra resource for patient referral
- ❖ Community Groups - Connecting them with local residents who may not know what they do or where they are.



## ADDED OUTCOMES..

### HEALTH & WELL BEING OUTREACH

- ❖ Delivered presentation to CCG NE & Central Collaborative
- ❖ Positive links with CCG members & CCG Public Health media and admin teams
- ❖ Advice and outreach in clinics contacting all the GPs & Centre Practice Managers
- ❖ Responding to London Health Commission questionnaire on Over 50s promoting Haringey Neighbourhood Connectors.

## ADDED OUTCOMES.....

- ❖ LUOS created a pathway through its' Home from Hospital (HFH) scheme for 6 residents looking to be reconnected with their community after being discharged from hospital – NHS staff were briefed on NC.



## HEALTH & WELLBEING OUTREACH.

- ❖ Held discussions with two CCG members Dr Helen Pelendrides and Dr Gino Amato - giving insight from a GP perspective and ways forward for collaborating with Health Cts
- ❖ Joint working- Public Health on Evaluation
- ❖ Supporting the development of a Neighbourhood Connectors Pilot scheme funded by Public Health based at HAGA
- ❖ Liaison with UCL & LSE on use of data intelligence

# ADDED OUTCOMES... ASSET BUILDING THE BUSINESS FOR OVER 50S



- ❖ Two assets building events on employment & volunteering opportunities for over 50s
- ❖ NE Collaborative in 639 Tottenham High Rd
- ❖ Central Collaborative in Winkfield Centre
- ❖ More than 200 partner agencies across services and residents groups invited - 68 attended to map local services and meet residents.

# LUOS IS KEEPING THE CONNECTIONS



- ❖ Feedback from residents
- ❖ Evaluation & Follow up
- ❖ Outcomes based evaluation- 54 1<sup>st</sup> follow ups
- ❖ Case studies documentations & developments
- ❖ A short film documenting the pilot & capturing the story of the motivational conversations between Neighbourhood Connectors and residents on accessing services prompting **Fun, Friendship, Fitness, Food, Finance ...**
- ❖ **3 F's A Day – Helps to Keep Doctors Away!**

# PILOT – EVALUATION

- ❖ LUOS set up a system for digital data gathering
- ❖ Methodology - field tested different formats
- ❖ Later in January 2014 Public Health asked LUOS to integrate and test impact assessment
- ❖ LUOS Developed questionnaires for follow –ups and assessing change behaviour and field tested
- ❖ LUOS DVD documenting qualitative feedback

## SCORING IMPACT – KEY QUESTIONS ON A SCALE OF 1-5 IN YOUR AREA

- ❖ Are you better informed on fun activities ?
- ❖ How often do you take part in a fitness activities?
- ❖ How connected to friends and family do you feel?
- ❖ How much do you know about Forums and groups ?
- ❖ How easy do you find it to eat and drink healthily?
- ❖ How much do you know about advice & services ?
- ❖ How often do you get out and about?
- ❖ How well you consider your health to be?
- ❖ How connected do you feel to your neighbourhood?

# DEVELOPING THE ADDED OUTCOMES NEIGHBOURHOOD CONNECT PLUS.....

- ❖ LUOS is developing the creation of **2 Cafe Connect pilots** projects with inter-generational and intercultural connections. Where residents can enjoy a special offer on food and drink, skill share & take part in creative activities such as knitting groups, sewing, reminiscence, health & well being and oral history workshops.
- ❖ Running **3 Money Connect Courses** which help residents look at issues around financial literacy and budgeting and saving.



# RECOMMENDATIONS - BUILDING SOCIAL CAPITAL NEIGHBOURHOOD CONNECTORS PLUS

- ❖ LUOS to continue and build community led infrastructure & hubs & capacity to deliver **Neighbourhood Connections and access to services and activities** (with parks, schools, clinics, supported housing, libraries, community, residents and faith groups.)
- ❖ LUOS to build a Haringey **Independent & Proactive Befrienders Pool** in neighbourhoods with a co-productive approach to **tackle social isolation and loneliness.**

# RECOMMENDATIONS - BUILDING THE CONNECTIONS



- ❖ LUOS to further develop the outcome based evaluation. Completing follow up conversations and **Co-Production of Community Led Prevention Work**
- ❖ LUOS to continue supporting creation of activities, assessing the impact of the **Cafe Connect**, **Money Connect**, **IT Connect**, **Park & Garden Connect** and **Leisure Connect**
- ❖ Continue creating Pathways to Employment Volunteering, Skill Exchange opportunities

# REMEMBERING CONNECTIONS CAN MEAN SAVINGS TOO...

- ❖ Department of Health evidence suggests the provision of information, advice and assistance to help people maintain their health and well-being can prevent or delay the need for more costly interventions.
- ❖ Estimated service savings are £1.20 for every £1 spent on information and advice
- ❖ See *Law Commission Report on Adult Social Care Law Reform (2011)*.
- ❖ **Prevention** and **Happiness Agenda** is the responsibility of all – to sustain it we must own it!