

**Report for:** Adults and Health Scrutiny Panel, 1<sup>st</sup> March 2016

**Item number:**

**Title:** Neighbourhood Connects Service

**Report**

**authorised by :** Charlotte Pomery



**Lead Officer:** Sebastian Dacre

**Ward(s) affected:** All

**Report for Key/**

**Non Key Decision:** For information

## **1. Describe the issue under consideration**

1.1 The Council and the Clinical Commissioning Group (CCG) commissioned a Neighbourhoods Connect service through the Better Care Fund in 2015. The service was intended to address social isolation for those needing or likely to need interventions from health or from adult social care as part of a preventative approach. This report sets out for the Adults and Health Scrutiny Panel some of the key information about the service and will be accompanied by a presentation to the Panel.

## **2. Cabinet Member Introduction**

2.1 Neighbourhoods Connect is an innovative way to address social isolation amongst residents at risk of needing health or social care. The impact of loneliness and isolation on people's health and wellbeing is beginning to be understood and this service – still in the early stages of implementation – is an effort to understand whether interventions and signposting offer a strong response to individuals who are feeling lonely and unable to take forward key areas of their lives.

## **3. Recommendations**

3.1 To note the work to deliver a Neighbourhoods Connect service across the borough.

## **4. Reasons for decision**

4.1 Whilst the Neighbourhoods Connect service has been in operation for less than a year, Adults and Health Scrutiny Panel is keen to understand its impact in addressing social isolation amongst Haringey residents. This paper sets out some of the early activity data received from the service which will be evaluated in May 2016 as part of its Better Care Fund funding arrangements.

## **5. Alternative options considered**

5. Not applicable.

## 6. Background information

6.1 Social isolation and loneliness can be key factors in people's health and wellbeing. A recent Better Care Fund event on loneliness, attended by over 100 people, identified three key themes as contributing to loneliness in the borough:

- Loss - through bereavement or people leaving home, which leaves people isolated
- Lack of money - either for Haringey residents so they cannot afford to participate in certain activities or for local community groups which may have to close due to a lack of funding
- Disability – affecting both physical health, mobility and mental health, which may limit people being able to leave their house or using services

6.2 In order to address issues of social isolation, the Council and the CCG commissioned HAGA and Groundwork to deliver a Neighbourhoods Connect service in four localities covering the whole borough and aligned to the primary care collaboratives in Haringey. Groundwork operates in the West Collaborative, HAGA in the other three. The service started in June 2015 and was originally designed to run for a year. Given the slow development required to engage effectively with people in localities, a further six months of funding has been agreed and a full evaluation of the service will get underway in May. The service grew out of a pilot which took place in 2014 and which showed some good outcomes. The specification for the service was outcomes based meaning that the two service providers were able to determine how best to seek and engage with people in the community who may not be in touch with service but who could benefit from some interventions.

6.3 The current contact figures for the service are set out in the table below. Monitoring information is collected on the profile of individuals seen by the service. Feedback is sought and collected from people using the service.

Provider	Collaborative	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
HAGA	Central	8	12	2	49	43	35	30	72
	North East	6	38	9	33	24	16	24	16
	South East	0	9	2	29	14	24	26	44
Ground Works	West	0	7	8	16	4	13	5	0
	Total	14	66	21	127	85	88	85	132

6.4 The service is delivered through a number of settings including regular sessions at libraries, General Practice, community centres, the Partnership Boards, Whittington Health and North Middlesex NHS Trusts, Sheltered Housing and specific events including the CAB beach event on Ducketts Common and the Mental Health Enablement event at Barnet, Enfield and Haringey Mental Health Trust. Events that are family, fun or activity--focused have not been suitable for engaging with people around

social isolation. Events that focus on needs, such as employment, volunteering and advice services, have offered better engagement opportunities.

6.5 The three core outcomes set out in the specification for the service are:

1. Haringey residents aged 18 and over are supported to improve their wellbeing
2. Haringey residents aged 18 and over are supported to connect with their community
3. Haringey residents aged 18 and over are supported to be active participants in their community

With an additional outcome from the list below:

4. People aged 18 and over who are at risk of a fall are supported to reduce their falls risk.
5. Increase in number of people trained in dementia awareness
6. People with a long term condition who are supported to self manage their care.

6.6 Asset mapping is being carried out as the service is being delivered. The asset mapping is being achieved through information sharing with stakeholders, desk top research, information received from the community and working collaboratively with service providers. The service, in different ways, is seeking to increase participation in a number of existing community initiatives and to develop new ones such as establishment of a gardening project for residents in a neighbourhood and increased use of communal spaces in residential blocks.

## **7. Contribution to strategic outcomes**

7.1 The Corporate Plan, Building a Stronger Haringey Together, sets out the vision and priorities for the Council over the next three years. As well as seeking to enable all adults to lead healthy and fulfilling lives, the Plan's underpinning principles of empowering communities to enable people to do more for themselves and promoting equality are reflected in the Neighbourhoods Connect service.

## **8. Statutory Officers comments (Chief Finance Officer, Procurement, Assistant Director of Corporate Governance, Equalities).**

### **8.1 Finance**

Not applicable.

### **8.2 Procurement**

Not applicable.

### **8.3 Legal**

Not applicable.

## **8.4 Equality**

8.4.1 An Equalities Impact Assessment was carried out at the point of awarding the contract. An evaluation of the service will be undertaken in May 2016 to determine the outcomes of the service and its wider impact. This is likely to consider the impact on protected groups of delivering the service in this way.

## **9. Use of Appendices**

None.

## **10. Local Government (Access to Information) Act 1995**

None.