



Portfolio Holder Report

Portfolio Holder Report - Strategic Housing, Health and Wellbeing

Introduction and Overview:

At Bromsgrove District Council Portfolio Holders provide an annual update to Council on services within their portfolio remit. These services are delivered in accordance with the Council's Strategic Purposes, as detailed in the Bromsgrove District Council Plan 2019 – 2023.

This report provides an outline of services and activities within the remit of this particular Portfolio Holder. Information is included in relation to the Council's Strategic Purposes, relevant key activities, partnership working, projects and programmes and news stories.

A version of this report, focusing on each Portfolio Holder's remit in turn, will be considered at each meeting of Council (except for the Annual Council meeting).

Whilst services will be contributing information into this report it is worth noting that not all sections of the report will be relevant to all service areas. In this circumstance, some sections may not be completed by all services.

The report will be structured as follows:

- 1) Update on Strategic Purposes
- 2) Partnership working
- 3) Key activities and priorities
- 4) Good news stories and awards (if applicable)
- 5) Other

The Council has the following Strategic Purposes and Priorities:

Strategic Purposes	Council Priorities
Run and grow a successful business	Economic development and regeneration
Work and financial independence	Skills for the future
Living independent, active and healthy lives	Improving health & well being
Affordable and sustainable homes	A balanced housing market
Communities which are safe, well maintained and green	Reducing crime & disorder
The Green Thread runs through the Council Plan	Internal priorities
	Financial stability
	High quality services
	Sustainability



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1. Update on Strategic Purposes

Living independent, active and healthy lives

Social Prescribing

Social prescribing is part of a commitment to personalised care. Personalised care means all people have choice and control over the way their care is planned and delivered, based on 'what matters to me' and individual strengths and diverse needs. This happens within a system that makes the most of the expertise, capacity and potential of people, families, and communities in creating better health access, outcomes, and experiences. Personalised care takes a whole-system approach, integrating services around the person. It is an all-age model, from maternity and childhood through to end of life, encompassing both mental and physical health support. It can contribute to advancing equality and reducing inequalities in access and outcomes for all.

Social prescribing can support a wide range of people, including (but not exclusively) people:

- with one or more long term conditions
- who need support with their mental health
- who are lonely or isolated
- who have complex social needs which affect their wellbeing.

The service is commissioned by Bromsgrove Primary Care Network which is made up of nine GP surgeries across the Bromsgrove District. The contract between the PCN and Bromsgrove District Council commenced in November 2020 and two social prescribing link workers are employed to support the nine surgeries.

Social prescribing link workers:

- assess how far a patient's health and wellbeing needs can be met by services and other opportunities available in the community;
- co-produce a simple personalised care and support plan to address the patient's health and wellbeing needs by introducing or reconnecting people to community groups and statutory services;
- evaluate how far the actions in the care and support plan are meeting the individual's health and wellbeing needs;
- provide personalised support to individuals, their families and carers to take control of their health and wellbeing, live independently and improve their health outcomes;
- develop trusting relationships by giving people time and focus on 'what matters to them'; and
- Take a holistic approach, based on the person's priorities, and the wider determinants of health.



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There are three referral pathways – patients can self-refer via the Councils' Monitoring Centre phone number; surgeries can email the Social Prescribers requesting they contact a patient they believe would benefit from the service; agencies can refer using a referral form.

Starting Well Partnership

The Starting Well Partnership focuses on improving health outcomes and reducing inequalities at the individual, family, and community levels across Worcestershire. Redditch Borough Council (operating as a shared service with Bromsgrove District Council) is commissioned by the Trust to deliver parenting and community services across Bromsgrove and Redditch for families with children 0-19. There is a Family Hub in Bromsgrove (Pear Tree Family Hub, Broad Street, Sidemoor) which hosts several maternity and community health services, parenting groups and a range of community led, professionally supported groups. These groups facilitate the development of life skills, volunteering and employment opportunities, information and advice, support, and networking – supporting families from pre-birth until children are 19 (25 if they have additional needs).

Starting Well provides a range of universal and targeted evidence-based parenting interventions to support social/emotional development and reduce behavioural problems. Starting Well provides comprehensive and effective information and advice. This includes self-help materials and accessible interactive on-line and digital solutions. Starting Well delivers specific activities which form part of the delivery of a Family Information Service including general advice and guidance for parents, carers and guardians which includes information, advice and guidance on childcare, early education, benefits, nursery education funding, early years provision for children with SEND and other relevant subjects for all parents, carers and guardians.

Community Transport – BURT Bus

Community transport is about providing flexible and accessible community-led solutions in response to unmet local transport needs, and often represents the only means of transport for many vulnerable and isolated people, often older people, or people with disabilities. Bromsgrove District Council commission Bromsgrove and Redditch Network (BARN) to provide a community transport service – Bromsgrove Urban and Rural Transport – BURT bus. BURT offers many benefits to customers where other schemes are not suitable. Public transport, even where reliable and frequent is not door-to-door. For many isolated and lonely people who are frail, older, or disabled the distance to a bus stop or station is insurmountable. For many individuals, taxis do not provide a suitable alternative, and not just in relation to availability and costs, which many regard as prohibitively expensive. Taxis do not always offer door-to-door service, with responsibilities finishing at the kerbside. Disabled people, including those using wheelchairs, can be hampered by vehicle design and inadequate driver training. Furthermore, the nature of community transport operators and drivers means that the



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direct social benefit from using community transport scheme as opposed to another mode of transport is far greater.

NEW Lifeline

NEW Lifeline Technology Enabled Care Service supports individuals to remain living independently at home for longer. NEW Lifeline provides an increasing range of equipment that supports people by:

- Raising an alert in an emergency situation,
- Offering reassurance, help, and guidance to those who feel vulnerable.
- Passively monitoring the home environment and service user activity to ensure that the daily routine is maintained and any unusual occurrences are escalated.
- Monitoring body worn location finders of service users when they are at risk when outside the home eg users with dementia.
- Making daily contacts for those that need to be reminded to take medication or need a wellbeing check.
- Making referrals and sign posting to other organisations in the locality who can also support NEW Lifeline service users.

The service is a paid for by approximately 1000 residents in Bromsgrove. However, Health and care professionals are able to refer residents for a six weeks free service, that supports people to come out of hospital, prevent them from going into hospital or support them through a difficult period (illness, bereavement, new diagnosis etc).

Strategic Housing

The Private Sector Housing Team provide the Council's statutory disabled facilities grant service through a Countywide Home Improvement Agency Contract with Millbrook HealthCare which provides the following services.

- Mandatory DFG
- Discretionary DFG top up
- Dementia Dwelling grant
- Hospital Discharge grant
- Home repair assistance
- Ceiling tracking and hoists
- Housing options



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- In house OT

Affordable and sustainable homes

Strategic Housing

As the local housing authority, the Strategic Housing Services Team delivers those services relating to the affordable and sustainable homes priority.

Homelessness: The Council's statutory housing advice and homelessness service was put out to tender and BDHT were successful with a new contract to deliver on behalf of the Council started on the 1 April 2023. The main reasons for homelessness approaches remain as friends and family no longer willing to accommodate, end of assured shorthold tenancy and relationship breakdown. The introduction of the Domestic Abuse Act 2021 placed additional duties on the Council to provide temporary accommodation as 'safe accommodation' for victims of domestic abuse. We have 2 units designated as 'safe accommodation' to meet our identified need, which is currently being reviewed and have an officer providing additional support to those applicants presenting due to domestic abuse.

We continue to receive and manage the Homelessness Prevention Fund from central government which is ringfenced to provide service that:

- Fully embed the Homelessness Reduction Act and contribute to ending rough sleeping by increasing activity to prevent single homelessness.
- Reduce the number of families in temporary accommodation by maximising family homelessness prevention.
- Reduce the use of bed and breakfast accommodation for families and eliminate family B&B placements beyond the statutory six-week limit.

Affordable Housing: The Housing Strategy Team work with developers and Registered Providers to deliver affordable housing in the district. Developer contributions through s.106 agreements have been secured in 22/23 to provide 162 units of new affordable housing and 78 units started on site between April 23 to September 23.

Private Sector Housing: The Private Sector Housing Team support both tenants and landlords of private rented accommodation and manage the licensing requirements of houses in multi occupation (HMO) and mobile home park sites. The primary role is to enforce standards of



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accommodation and management predominately through the provisions of the Housing Act 2004 undertaking Housing Health Safety Rating System (HHSRS) inspections. The team also manage the Home Repairs Assistance Grants to assist homeowners to keep their homes in a liveable standard and Disabled Facilities Grants to provide adaptations to properties to assist occupants to remain in their home. The team also play an active role in a controlling migration project working with the Police, Fire Service and Immigration Service focusing on migrant workers and substandard accommodation provision.

Energy Efficiency: The team are responsible to the management of the Sustainable Warmth Programme used to assist occupiers to increase the energy efficiency of their properties using retrofit technologies.

Housing Development: The team are leading the work on the construction of 61 homes being delivered on the Council's former offices at Burcot Lane. These energy efficient homes will provide 18 units of affordable housing to be delivered by BDHT and propose to have 37 homes for private rent and 6 homes to purchase on the open market.

Homes for Ukraine: The team organises the Council's response to the Homes for Ukraine response from administering the emergency funds to providing on going support to these residents and there sponsors. There have been 202 guests from Ukraine in Bromsgrove since the start of the scheme.

Key activities since last report:

Social Prescribing

Key activities for the Social Prescribing service have included continuing to promote the service and achieve positive outcomes with patients through their "What Matters to Me" plans. Data for 2023 as follows:

- **490** referrals received.
- Involved in the Warmth on Prescription pilot project and supported **25** Bromsgrove residents to achieve support through this.
- Supported **20** families with supermarket vouchers from the Household Support Fund
- Attended **10** Local Community events.
- Supported **54** patients through funded counselling services.

What is the 'Warmth on Prescription' pilot scheme?

Worcestershire County Council worked with Bromsgrove PCN to identify vulnerable residents with long-term health conditions who are living in a cold

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home. Residents were referred into the scheme directly by the social prescribers and were offered a grant towards their energy bills for the period of January – March 2023. Funding was calculated based on the average energy use for the property size and fuel type. The aim of the pilot was to assist those at risk of worsening a long-term health condition by living in a cold home, & to decrease the risk of potential hospital admission. The energy bill calculations and payments were administered by Act on Energy, our local Energy charity. Act on Energy also provided the residents with additional energy advice & support with other local grants & schemes they may qualify for.

One Stop Bus in Rubery – in partnership with the Primary Care Network and several other partners, a one stop vaccination bus was provided to the Rubery community for four dates. Rubery was chosen as a place of focus due to recent feedback that the people living there felt it was the “forgotten village”, and due to transport links and the rise in cost-of-living people are unable to travel to access some services. Rubery has a great community spirit and supports itself in a variety of ways such as setting up their own Stay and play and community groups. Local businesses are proactive and have supported many Community initiatives. The aim was to inform residents what is available locally and help them to navigate services, as well providing COVID -19 vaccinations, education on health matters and provide some services on the spot, such as Health checks, parenting advice, and highlight people who would benefit from accessing the social prescribing service. The Rubery Community Builder was available to support the community with their passions and ideas. It was an opportunity to follow an asset-based approach to have conversations with the people of Rubery to see if in partnership we can bring in additional funding to meet needs/gaps in services in the area, involving the community as much as possible in this. 85 residents attended the events.



Our One Stop Bus is coming to Rubery!

A safe space for the community to come & access support

The bus team will be able to help with:

- Applying for childcare funding
- Energy bill advice & support
- Parenting advice
- Healthy Start Vitamins
- £1.80 - children's & 91p - Women's
- Free with Healthy Start pre-paid card
- Connecting you with local support & activities
- Self-weigh scales for infants under 2 (At Rubery Library dates only)
- NHS Health Checks
- Support for over 50s

Date/Time	Venue
Tues 22nd Aug, 10am - 4pm	St Chad's Church, 160 New Road, Rubery, B45 9JA
Wed 20th Sept, 10am - 4pm	Library, 7 Library Way, Rubery, B45 9JS
Sun 15th Oct, 11am - 3pm	Fathers Barn, New Road, Rubery B45 9JA
Wed 1st Nov, 10am - 4pm	Library, 7 Library Way, Rubery, B45 9JS

Have you got an idea for Rubery?
Come & speak to the Rubery Community Builder on any date above





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Starting Well Partnership

Relationships with schools and delivery of Parenting groups from within schools has been successful. Parent Support Worker's and Community Health Connectors have attended coffee mornings at schools with parents to promote the Starting Well service, supporting parents with issues around parenting and encouraging them to attend the evidenced based parenting groups.

There are 28 active volunteers recruited and working within the service. The volunteers are building relationships within the Starting Well team and supporting the service in a variety of ways including breastfeeding peer support, parenting group peer support and within the family hubs.

Data for 2023 as follows:

- **729** parenting referrals received.
- **778** parents have received 1:1 or group support.
- **601hrs** of volunteering support.
- **31** community events facilitated/supported.
- **405** Healthy Start Vitamins provided.

Community Transport – BURT Bus

The contract between BARN and BDC remains in place and there are two years remaining with the option of an extension of another two years. The main reasons customers use BURT are to attend day centres; to go shopping; and to attend social events. Trips are steadily increasing as several clubs did not reopen following the pandemic. BURT work in partnership with several organisations including the Council's Sports Development Team to transport customers to exercise classes such as Strength & Balance. They arrange trips to local garden centre and are offering these outings to residents who are rurally isolated. They have approximately **450 registered users** and did approximately **4200 journeys**.

NEW Lifeline

Key activities of NEW Lifeline service relate to nationwide Telephony Digital Upgrade.

- The Team are replacing the analogue equipment in people's homes with digital equipment that uses sim card technology to communicate with the 24hr Monitoring Centre. This ensures the resilience of the service and reduces the risk of equipment failure as the network changes.
- The new range digital equipment available has meant that there has been a focus on trialling new equipment to meet the specific and sometimes complex needs of each service user.
- NEW Lifeline has increased the equipment types on offer, for example the passive and preventative technology that unobtrusively monitors the daily activities of a person i.e. checking they are out of



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bed at their usual time or boiling the kettle for a morning drink by a certain time etc.

NEW Lifeline have been promoting the service to reflect the new technologies available, finding the balance between the great advancements made but keeping the information simple and outcome based. The NEW Lifeline leaflet has been updated to reflect the services recent changes.

Winning a new contract to provide call monitoring in Gloucestershire enabled the service manager to add an additional post into the Team structure. The role of Senior Monitoring Centre Operator has been created and recruited to. The post holder co-ordinates the activities of the team ensuring that all daily tasks are completed and calls are handled in accordance with the correct procedures and response times, tasks previously completed by the Monitoring Centre Team Leader. This additional post provides an excellent resource when the monitoring centre is particularly busy ensuring that 97.5% of calls are answered within the 1 minute, and ensuring that all the modules of Quality Standards Framework is achieved. The risk of not achieving QSF would be that we would lose income from contracts and the service would be less safe. This was previously a risk on the risk register but has now been mitigated and removed.

Strategic Housing

Key activities for the Strategic Housing Team have continued to focus upon the provision of affordable housing, the reduction of homelessness, raising standards in the private rented sector and the retrofit of energy efficient technologies including:-

- The completion of the construction of 61 units of accommodation at the former Council Offices Burcot Lane has been completed. This will provide 6 units for open market sale, 18 units of affordable housing and 37 units of private rented accommodation through Spadesbourne Homes, the Council's own housing company.
- The Council has approved the Worcestershire Housing Strategy and action plan and work is being undertaken to devise a Bromsgrove District Council action plan to sit under this strategy.
- Work is currently underway to reprocur the Home Improvement Agency contract with colleagues from the other Worcestershire local authorities.

Anticipated Activities/Key Milestones For Next Period

Social Prescribing

The Social Prescribing objectives going forward:



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1. Measuring impact as follows:
 - Impact on the person – six-month distance travelled and review of assessment and plan and case studies – this includes a longitudinal study of approximately 10 patients where we aim to undertake a further follow up to evidence longer term impact.
 - Impact on the community groups – understanding any gaps in provision or over capacity of VCSE sector sessions/services – there is a need for home visiting befriending services.
 - Impact on the health care system – information from GPs and other local health organisations
2. Ongoing relationship building with the GP surgeries, community groups, and promotion of the service – this includes further health bus sessions planned for 2024.
3. The Primary Care Network have sourced further funding to enable a third social prescribing link worker to be employed for at least one year – recruitment has taken place, and the social prescriber will start in February 2024.
4. Warmth on Prescription for Winter 2023/24 – following the success of the Warmth on Prescription pilot we are undertaking this again with the opportunity to refer 45 residents to the scheme.
5. Further health bus visits are planned for 2024 in Rubery, central Bromsgrove and Sidemoor or Catshill.

Starting Well Partnership

Starting Well is funded by WCC Public Health – a refresh of the service has been undertaken by Public Health to link in with the Worcestershire Joint Local Health and Well-Being Strategy and providing children with the “best start in life” and with the Government’s vision for the 1001 critical days – “Start for Life” and “Family Hubs” programme. There is one year remaining on the contract and this year will focus on continuing to provide evidence based parenting programmes and evidencing the impact of these on children, young people and families; a focus on the 1001 critical days and best start in life so the community team will focus predominately on families with under 5’s - The Community Health Connector role will remain as a paid role within the service and will focus on developing and maintaining ongoing knowledge and relationships with the wider early help offer in the local community. They will serve as champions of the Family Hub with those services and agencies who identify and navigate families to access the offer, as well as helping families accessing the Family Hub, other local community-based help and support that families need to thrive. They will ensure that the locally based information and resources are communicated through the virtual offer and will be updated regularly.

Volunteering will remain as part of the offer as well as encouraging more parent peer support led groups in the community.

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Community Transport (BURT Bus)

The contract will continue with BARN providing community transport within the district – an area to explore is further funding streams to enable the opportunity for BARN to have another vehicle to be able to provide more journeys to more customers within the district. They will continue to be part of the Worcestershire Community Transport Consortium.

NEW Lifeline

The digital equipment upgrade will continue through the next 12 months, ensuring each service user is visited, their equipment is replaced, and they are supported through the national telephony changes.

The target will be to remove all analogue equipment by the end of 2024.

Some Service Users are resistant to change and are reluctant to accept the equipment, this can result in multiple contacts. NEW Lifeline accepts the responsibility for supporting service users transitioning from old to new equipment and deal with each individual with care.

Advancement in technology is widening the range of equipment available and NEW Lifeline is currently looking to expand the product range. We are currently testing a new location finder device to support individuals outside of the home who may be at risk of wandering and getting lost.

The Technical and Special Projects Officer is working with our call handling platform provider and IT to introduce “SCAIP over ethernet” which will be a secondary avenue of connectivity to allow service users to utilise their broadband for Lifeline connectivity. This will add further resilience, particularly where mobile phone signals are poor.

The Installation Team are now at full capacity for the first time in over 2 years and this will allow the team to review administrative processes, and streamline paperwork.

Strategic Housing

The Strategic Housing Teams objectives going forwards:

- Homelessness reduction including rough sleepers.
- Re-tender of the Home Improvement Agency Contract
- Letting and management of the Burcot Lane development
- Delivery of other housing development opportunities

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- Management of the Homes for Ukraine scheme
- Implementation of the Worcestershire Housing Strategy and the Homelessness & Rough Sleeper Strategy
- Delivery of the Sustainable Warmth Programme
- Delivery of the Rough Sleeper Initiative funding programme

2. Partnership Working:

The Council works with a range of partner organisations to meet the needs of residents and businesses in the District. The following section details work delivered within the remit of this Portfolio Holder.

Partnership working examples:

Social Prescribing

Social Prescribers work with a variety of partners to ensure knowledge of the service reaches those in need, taking referrals from GP surgeries, Occupational Therapists, Social Services, BDHT, Age UK, Onside and a host of other organisations as well as from patients themselves. The Social Prescriber's role is to signpost patients to appropriate services, so partnership working is crucial.



Starting Well Partnership

The Starting Well service works in partnership with others to lead and develop pathways across the whole system particularly in support of the High Impact Areas with the aim of promoting a holistic approach to prevention. Including

- Health Visitors

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- GP's,
- Other health Partners
- Midwifery services
- Early educational and childcare providers
- Schools
- LA social care and family support teams
- Other statutory, voluntary and community partners

The Starting Well events involve a wide variety of partner agencies at County and local level.



Bromsgrove Partnership

Partnership Groups

As the relevant Portfolio Holder, Councillor Shirley Webb is part of the Bromsgrove Partnership, namely Community Wellbeing Theme Group and the Ageing Well Group, as well as the Children and Youth Provider Group (which links to both the Community Wellbeing Theme Group and Community Safety Partnership too).

To support residents to live active and healthy lives and to help address health inequalities, it is vital for the Council to work in partnership with other local agencies across statutory and voluntary sectors in particular. In addition to meeting separately with representatives from other agencies as and when, Councillor Shirley Webb engages with the relevant Bromsgrove Partnership groups to continue to develop good working relationships with a variety of agencies. It is through building those links with relevant local agencies that delivery opportunities can open up, such as St Basils and BDHT coming together to open the Bistro opening at The Pod in Charford.

District Collaborative Arrangements

There have been significant changes to the NHS Structure over the last few years, including the formation of an Integrated Care System (ICS). ICS are partnerships of organisations that come together to plan and deliver joined



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up health and care services and became statutory in July 2022. As part of the ICS structure for Herefordshire and Worcestershire, there is a Worcestershire Health and Wellbeing Board (see next section) and District Collaboratives.

In July 2022, the Bromsgrove Primary Care Network, as a member of the Bromsgrove Partnership Board, suggested that the Partnership Board take on the role of the Bromsgrove Collaborative and this was agreed. The Partnership Groups referred to above are part of the Bromsgrove Partnership structure and therefore form part of the Bromsgrove District Collaborative arrangements, which means we are able to build on our existing partner networks and relationships to strengthen the collective voice for Bromsgrove District at County level groups that are part of the ICS.

County Health and Wellbeing Board & Being Well Strategic Group

Councillor Shirley Webb continues to be a member of the Worcestershire Health and Wellbeing Board and now represents Bromsgrove District Council (rather than Districts Councils in North Worcestershire as in previous years). This helps ensure a strong link between District and County level. Following a Governance Review at County level, along with changes with the Health and Wellbeing Board, the former Health Improvement Group, a sub group of the Health and Wellbeing Board, has been changed into the Being Well Strategic Group with officer representation from the District Council and District Collaborative too. With all the recent changes across the health system, it is important that Bromsgrove District Council is represented at these county groups as well as the District Partnership Groups and this has continued.

Asset Based Approaches

The Asset Based Community Development (ABCD) approach empowers citizens to make the changes that are important to their community, recognising and building on the strengths. It shows that connecting people and creating more resident-to-resident relationships builds interdependence and reliance on each other. Connecting people to their shared interests, and enabling them to exchange skills and resources, helps communities identify and act on the issues that are most important to them.

The ABCD approach, which was initially presented by Public Health to the Partnership Board back in 2020, has continued in terms of having two Community Builders in place, hosted by the local voluntary and community sector, as recommended by Public Health as per best practice. Community builders are supported through a number of mechanisms, including the Bromsgrove and Redditch ABCD Learning Network, currently facilitated by Public Health, and has involved relevant District Council officers from different teams as well as the Portfolio Holder. There are 3 officers from Bromsgrove and Redditch Councils who form part of a handful of trained officers across the County who work with Public Health to deliver short briefing sessions to anyone with an interest in understanding asset based approaches, which all elected members, officers and partners have been



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encouraged to attend to find out more on asset based approaches and how working in such a way benefits local communities.

NEW Lifeline

The New Lifeline team work with a range of Health and Care Partners to deliver services to Lifeline Service Users. Supporting individuals to access the services they need to be healthy and cared for enabling them to live independently.

NEW Lifeline has a longstanding Partnership with Platform Housing who deliver the Falls Response Service to service users who have fallen but are uninjured.

NEW Lifeline works with a number of partners to ensure knowledge of our service reaches those in need, taking referrals from the Hospital discharge teams, District Nurses, GP surgeries, Occupational therapists, Social Services, BDHT, Age UK, and other charities. Referrals from partners will qualify the service user for a 6 weeks free trial.

Strategic Housing

All elements of the Strategic Housing Service work with many partners in the delivery of its services. The reduction of homelessness requires the team to work with both statutory partners and partners from the voluntary and community sector for example through the Rough Sleeper Outreach Service and the provision emergency accommodation for Housing First and No Second Night Out.

Key activities since last report:

Social Prescribing

The partnership between the PCN and BDC continues to grow and develop with internal referral systems to ensure seamless services for patients. The PCN now have their own well-being team and relationships are being developed to ensure the social prescribers and well-being coaches work collaboratively. Clinical Supervision is provided by the PCN Clinical Leads to the Social Prescribers, and they continue to forge good relationships and understanding the needs of patients.

Attendance at a variety of partnership events including the BDHT events, the Rubery vaccination bus, and the libraries are other examples of how the social prescribing service ensures they are working with a variety of organisations and community groups.



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Starting Well Partnership

The 31 events Starting Well were involved in during 2023 are all positive examples of partnership working not only with other professionals and community groups but with families – using an asset-based approach and co-production to understand the types of support and activities children, young people and families are asking for and what they are able to do themselves.

NEW Lifeline

The Management team have introduced a new process to include referral to the NHS Urgent Community Response Team (UCR) for a multi Factorial Falls Assessment for service users who fall but do not see a health professional at that time, for example are helped up by a family member. They will be assessed and supported to reduce their risk of falling again.

Monitoring Centre Team have visited the West Midlands Ambulance Service Head Quarters, spending time to listen to incoming calls, streamlining their triage skills and understand the pressures on the ambulance service. This led to a revised triage document being produced by the Monitoring Centre Team leader.

NEW Lifeline has been supporting BDHT through the telephony digital transition change, replacing their tenants analogue Lifeline equipment with the latest digital technology.

Anticipated Activities/Key Milestones and Priorities For Next Period

Social Prescribing

The Social Prescribing partnership objectives going forward:

- Ongoing promotion of the service locally through partnership working and increased social media presence to increase referrals due to the increase in social prescribing link workers.
- To continue to develop strong local relationships with VCSE sector organisations and community groups.

Starting Well Partnership

The Starting Well partnership objectives going forward:

- To continue the development of the family hub and family hub network approach including delivery of parenting programmes in partner venues and within easy reach of local parents.



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- As part of the Starting Well refresh Public Health expect Community Health Connectors to develop and maintain ongoing knowledge and relationships with the wider early help offer in the local community and to be champions of the Family Hub with those services and agencies who identify and navigate families to access the offer.

NEW Lifeline

NEW Lifeline are already working in partnership with The Community Housing Group based in Wyre Forest, on a Pilot Technology enabled Care project. All people who are eligible for a domiciliary care package are given a telecare assessment to determine what equipment could support their independence. We are then installing the appropriate equipment, which is often complex. This pilot is coming to an end and WCC are tendering a new contract. NEW Lifeline and The Community Housing Group are going to enter into a new partnership agreement and tender for the contract together.

It is always a priority to engage with Partners to inform and educate about the benefits of Technology Enabled Care. There are many new solutions that support people to live at home, simple for the end user, such as a button to close curtains or turn on a light when it becomes dark. The pull cord in the bathroom is ancient history but often how people think of community alarms. It is a priority to continue a marketing program so that TEC becomes part of everyday living not something you have to try and understand at a crisis point in life.

Strategic Housing

The Strategic Housing Team partnership objectives going forwards will be to continue to build and create new opportunities for the service provision it delivers especially in the reduction of homelessness.

3. Good News Stories and Awards

Starting Well Partnership (SWP) - Grace Church Nativity & Charford Christmas Meal Project

**Starting Well
Community Storyboard**

Date: 02/12/2023

Project Title: Grace Church Nativity

Who was involved? Grace Church members, SWP Community Team ,Community members , Morrisons community champion , Charford Coop, Local Polcing team

Aim of the group/course? To offer families a chance to do something for free as a family in the christmas period.
to provide a chance to understand the true meaning of christmas in a fun and creative way, children had to be detectives and work out the story- by going around the activities - they spoke to live characters such as shepherds and were able to question them , each child had a spy pen (invisible ink) and pads to write down and crack the code. There were a variety of activities such as card making for the chip shop project, salt doh christmas tree decorations, smoores, and more on offer. There was a selfie station at the end where they got a print to stick on to their refugee ID cards.

To bring the community together and bring a sense of community/ christmas spirit to the area.
To highlight and teach children about current refugee situation and encourage acceptance.

How much did we do/reach? Most of the families were from Charford or Bromsgrove area

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Funding

SWP supported the church to access COOP community funding - £150 to help buy resources
SWP contacted the Community champion at Morrisons and got the snacks, hot chocolate, squirry cream and marshmallows. £25
SWP contacted the COOP team leader and sought donations of Chocolate coins , and snacks such as mince pies and salt doh ingrediants -£40
SWP contacted the local shop for additional ingrediants for the smoores activity. £5
SWP contacted the local caribbean food establishment and asked for donations for snacks - we were donated Jerk Chicken. £20
SWP donated craft supplies for the activities £10
SWP helped to create and design the flyer for the event.
SWP supported the event on the day with man power

How well did we do?

there were 80 childrens places available, 60 children attended on the day, some booked but didn't attend due to illness. Parents had to accompany the children and some had partners and grandparents also attend.
there were around 40 volunteers intotal and some didn't help on the day but they made props and helped plan the event.
Using the local Love Charford page - was a great way of promoting the event.
Lots of community members brought items from home , such as furniture , vases etc - which showed how much effort they made to make it a success

Community Voice

Just a selection of the feedback received...

"The children had a great time, it was a clever way to tell the story of Jesus."

"My favourite bit was being able to use the spy pen and take it home"

Coop Manager " its nice to be able to support this event and see it grow over the years, its pulls us all together and makes everyone feel christmassy"

Portfolio Holder Report

Next Steps/ follow ups generated from the event

Continue to support the event and help it grow each year, continue the momentum of this event throughout the year by encouraging and supporting where necessary community members to make their ideas happen, continue to build the links with the local businesses.

What advice would you give to someone trying to deliver a similar activity?

There are a lot of skilled community members , give them ownership of different parts of the event. Asking local shops etc to support works well as they want to give back and help where they can.
no matter what age the person is who wants to volunteer - there is always something they can do to support the events, no matter how small.

Starting Well Community Storyboard



Date:	25th December 2023 - 12-2pm
Project Title:	Chip shop Free Meals
Who was involved?	Charford Fish Bar , SWP Community Team , Local community members , Health visiting Team and the Coop
Aim of the group/course?	<p>To provide Free hot meals on Christmas day to people who live in Bromsgrove. This is the second year this project has happened.</p> <p>This project is a community project, The chip shop opens up and provides the food for free and it is open to all. SWP community team created the flyer and organise promotion and take the bookings. We also support / highlight volunteers for the day. Bookings came through at all times of the night and day- via text or call.</p> <p>SWP community team also approach local businesses to provide chocolates to give out with the meals</p> <p>SWP community team encouraged local children attending a different event to make christmas cards to be given out with each meal.</p>
How much did we do/reach?	<p>BBC Hereford and Worcestershire Radio, Bromsgrove Advertiser and BBC westmidlands TV - covered the story</p> <p>The project was promoted via local media pages - such as Support Bromsgrove, Free to collector Bromsgrove and Love Charford. We saw huge amounts of likes and comments.</p> <p>Posters were put up at the Local Family Hub, shops, pubs, and sheltered accomodation.</p>

Every order was for Bromsgrove families including 1 order in Wychbold. Some people were Single, we had an increase this year in large families accessing the meals. We had care leavers, house bound elderly, Temporarily Housed homeless people access the support.

the areas we delivered to were Charford, Sidemoor, Astonfields, Wychbold, Catshill and Norton Farm.

Funding

Coop Charford - 4 bags of Chocolates and Hot chocolate sachets

30 christmas cards were made by local children.

we took 65 bookings in advance and on the day we had 6 additional bookings within the opening times, as well as drop ins

110 meals in total were given out on the day.

word of mouth definitely helped spread the word for example people who were asking for help on social media pages - other community members were signposting people to the chip shop for support.

We had a family of 4,2 adults and 2 children volunteer on the day to deliver, and one of our Healthvisitors and their daughter also delivered meals.

How well did we do?

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text received 25th December 1pm "I know this is extremely last minute and i would understand if you can not help but i was wondering (im astonfields area) if it is possible to grab a couple of christmas meals? either doner kebab or sausage for me and my partner? im a care leaver and struggling at the moment, my last food parcel fell through so thought i would check if it is possible but totally understand its so last minute i just saw your advert on the facebook for a free meal?"

text received 25th Dec 9pm " just wanted to say thank you for the food today it was hot and the kids really enjoyed it, so thanks again, merry Christmas"

Child who helped on the day to deliver meals she was asked why she felt so excited about helping out today? " because i like helping other people and giving stuff to people who cant afford it, i will be giving out the cards and chocolates."

we received hundreds of status comments on social media - praising the project for doing a kind thing and helping people in need".

**Next Steps/ follow ups
generated from the event**

Build on what we have already achieved for next year, ask for donations of gifts earlier on in the year

**What advice would you give
to someone trying to
deliver a similar activity?**

This is a great example of the community coming together to support itself, try and keep it as simple as possible and pull on different peoples strengths to make it happen. Offering a drop in as well as booking option enables more people to access. Definetly using local social media pages helps to spread the word. Many people were unable to collect food, and nominated neighbours etc , so it is beneficial to offer a delivery option on the day, especially with no public transport available.



Portfolio Holder Report

NEW Lifeline:

NEW Lifeline service was audited against the industry standard “Quality Standards Framework” in September 2023. The external auditor granted certification against the framework.

The Audit included a review of the service against the set requirements under the following headings:

- User and Carer experience
- User and Service safety
- Effectiveness of Service
- Information Governance
- Partnership working and integrated services
- The Workforce
- Business continuity
- Ethics
- Performance and Contract Management
- Continuous Improvement and Innovation

Strategic Housing:

Completion of the 61 units of accommodation on the Burcot Lane development providing a number of different properties and tenure types to assist in balancing the housing market.