

Appendix Four

Three Conversations

Social Work staff will be trained to adapt three conversations into their practice:

- 1) How can I connect you to the things that will help you get on with your life based on your strengths, your assets and those of your family and neighbourhood?
- 2) When people are at risk – What needs to change to make you safe and regain control? How do I make this happen, what offers do I have at my disposal, including small amounts of money and using my knowledge of the community to support you? How can I pull them together in an emergency plan and stay with you (like glue) to make sure it works?
- 3) What is a fair personal budget and where do the sources of funding come from? What does good look like and how can I help you use your resources to support your chosen life and who do you want to be involved in good support planning?

The expertise and input from the provider being commissioned will include: 12 months of network support in order to co-design and run initial innovation sites, collect data and expand the areas of innovation until all staff are working differently. The local authority also will have access to a learning network with other authorities that have also adopted this model. The details of the provider are contained within the private report.

Neighbourhood Networks Model

At a high level the component parts of the delivery model or specification include:

- 10 local lead organisations that will hold responsibility for working within their area.
- To identify and support the development of sustainable community and place based assets.
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- Incorporating learning from recent and similar community development and related activity to identify and include good practices, as well as potential issues and challenges.
- Acknowledging and connecting to emerging and existing practices and initiatives in the City which are interested in the support and development of community assets.
- Engage with in the region of 22,000 older people by year 3 of the grant.

- Recruit and train a number of willing volunteers to form part of the asset base.
- Encourage older people peer networks develop as a means of supporting each other within communities.
- Act as an effective pathway for both social workers and citizens to match people into alternative community based activity or effectively into commissioned prevention activity or adult social care where appropriate.
- Deliver effective local messaging campaigns which encourage older people and their carers to access community based assets as a means of keeping independent and improving their health and wellbeing.
- Work with GPs to deploy the community assets as a means to social prescribing.
- The requirement to bring in additional income and social value match offers in order to create longer term greater self – sustainability for the model.
- A robust evidencing methodology to demonstrate a reduction particularly in adult social care and health spend and cost avoidance or benefit.
- The model will be aligned to the existing available resources within the City which include Place Directorate initiatives developed through community centres, libraries and leisure centres. This may include building based support provisions through other commissioned services including Supporting People, Third Sector Grants and ESF funded initiatives. BVSC have offered to bring a partner match to this model through their £6m Aging Better Fund.
- Discussions are also taking place with Big Lottery and other funders with regards to aligning additional match resource to support the delivery of this model.
- In order to support the governance, performance management framework and outcomes validation and capacity building of third sector providers affected by this commissioning and re modelling of existing third sector grant funded services, some external support will be commissioned via a single contractor negotiation with the provider outlined within the Private Report.

Positive Pathway - five key domains and associated commissioning activity

1. Universal Prevention – By ensuring a wide range of timely, accurate information and advice about housing options and financial issues is available to everyone to prevent issues with housing occurring in the first place.
2. Targeted Prevention – to ensure a holistic response to at risk groups including young people, leaving prison, domestic abuse, troubled families, people with disabilities or complex needs.

3. Crisis Prevention and Relief - to assist people as soon as possible if they do become homeless so that their homelessness can be relieved by securing sufficient accommodation and support.
4. Homeless Recovery – To support people to recover from their experience and stay out of homelessness by focusing upon the overall improved wellbeing of adults and children in the household.
5. Sustainable Housing – to enable people to secure homes they can afford to maintain.

The model is transferable to a number of client groups or preventative commissioning activities and provides a whole systems approach based upon collaboration, best practice and service integration. The Pathway works to provide a range of flexible responses for citizens requiring Support. Citizens are able to access the pathway at different points (or domains) according to their needs. The intention is that the services or responses within the domain work to build the resilience of individuals to avoid repeat vulnerabilities.

The flexibility of the model offers adaptability to a range of prevention commissioning activity. The pathway approach is proposed for the re commissioning of housing related support services and some services via the current third sector grants programme.

Pathway Commissioning Activity

- Citywide information, advice and guidance services for vulnerable adults which enable Citizens to make informed decision in relation to their care and support requirements.
- A key part of the Care Act is a focus on preventing or delaying the need for more complex adult social care along with the need to provide comprehensive information and advice about care and support in the local areas.
- The use of community hub models for learning disabilities, mental health and physical and sensory disabilities to deliver a combination of preventative support and access to a broader range of wellbeing services including social prescribing opportunities.
- Domestic abuse services including refuge provision, support within the home and the community, a women's safety unit and the rape and sexual violence project.
- Homeless intervention services including emergency supported accommodation and step down, semi supported accommodation and resettlement support to maintain own home and avoid repeat homelessness.

- Supported accommodation options for young people, ex – offenders, people with mental health issues, learning disabilities and physical and sensory disabilities.
- From hospital. This includes transitions support into more community based settings.
- A remodelled asset based floating support model for vulnerable people that require support to either resettle into a new home or those requiring support to remain living independently.

Review and Remodelling

- There are 14 existing day opportunities currently funded through the Third Sector Grants Programme that will be reviewed and re commissioned in line with the future day opportunities strategy. The facilities available within any future commissioned services will also be aligned where appropriate to the Neighbourhood Networks Model as outward facing community based resources.
- Third Sector Grant based Mental Health Support Services will be reviewed, remodelled and re commissioned, some services will be aligned to the day opportunities strategy and some will have a greater focus upon improved employment outcomes for vulnerable adults with mental health issues. Work will be undertaken with the CCG Mental Health Commissioning Team in order to ensure alignment with the recent recovery and employment tender process.

The indicative time lines are included in **Appendix 6**