

ADULT AND COMMUNITY BASED SERVICES COMMITTEE

AGENDA



Thursday 19 March 2020

at 10.00 am

**in Committee Room B,
Civic Centre, Hartlepool.**

MEMBERS: ADULT AND COMMUNITY BASED SERVICES COMMITTEE

Councillors Brewer, Little, Prince, C Richardson, Thomas, Ward and Young.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

- 3.1 To receive the Minutes and Decision Record in respect of the meeting held on 27 February 2020.

4. BUDGET AND POLICY FRAMEWORK ITEMS

No items

5. KEY DECISIONS

- 5.1 Telecare Service – *Director of Adult and Community Based Services*

6. OTHER ITEMS REQUIRING DECISION

- 6.1 Direct Payment Support Service – *Director of Adult and Community Based Services*



7. ITEMS FOR INFORMATION

7.1 Community Hubs Update – *Director of Adult and Community Based Services*

8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT



ADULT AND COMMUNITY BASED SERVICES COMMITTEE

MINUTES AND DECISION RECORD

27 FEBRUARY 2020

The meeting commenced at 3.00 pm in the Civic Centre, Hartlepool.

Present:

Councillor: Sue Little (In the Chair)

Councillors: Amy Prince and Stephen Thomas.

Also present:

Frank Harrison and Gordon and Stella Johnston.

Officers: John Lovatt, Assistant Director, Adult Social Care
Danielle Swainston, Assistant Director, Joint Commissioning
Neil Harrison, Head of Safeguarding and Specialist Services
David Cosgrove, Democratic Services Team

48. Apologies for Absence

Apologies for absence were received from Councillor James Brewer, Carl Richardson, Barbara Ward, and Mike Young.

49. Declarations of Interest

Councillor Thomas declared a personal interest as an employee of Hartlepool Healthwatch and a member of the Sensory Impairment Joint Plan Working Group.

50. Minutes of the meeting held on 30 January 2020

Received.

51. Care Homes for Older People (*Director of Adult and Community Based Services*)

Type of decision

For information.

Purpose of report

To provide the Adult and Community Based Services Committee with an update in relation to care home provision for older people.

Issue(s) for consideration

The Assistant Director, Joint Commissioning update the Committee on the recent developments in the residential home sector and reported that both West View Lodge and Warrior Park had moved from 'Requires Improvement' to 'Good' on their CQC ratings. The Warrior Park change had been published since the agenda papers for the meeting had been issued. There now remained only one home, De Bruce Court, which had been inspected since the last report, but remained rated as 'Requires Improvement'. Officers were working with the home towards an improved rating. Details of all the ratings were shown on an appendix to the report.

The Assistant Director highlighted that work to finalise the Quality Standards Framework grades for the coming year had been completed and providers have been notified of their ratings. As in previous years, the grades were linked to fees, with Grade 1 providers receiving the highest rates. The majority of the grades are unchanged but it is positive to note that two homes have improved from Grade 2 to Grade 1. Unfortunately, one home had dropped a rating from Grade 2 to Grade 3 and there was a rapid improvement plan in place to improve standards, with evidence of improvement required within 3 months. Details of grades for each of the homes are attached in an appendix to the report.

The Chair and Members welcomed the report which showed a much improved position over that from only five years ago and congratulated officers on the work undertaken with homes to bring forward this improved position. The partnership approach developed with homes across the town was shown to be working very well as was the improved training of staff in homes, particularly around medication monitoring and record keeping.

A Member did express concerns at the number of vacancies shown in the report – 32 residential beds, 17 nursing only beds and 40 dual registered residential or nursing beds. The number did seem quite high and it was suggested that some work was needed to identify if there were any underlying issues in the local market. Members were concerned that some homes may be running too many vacancies which could potentially affect their long term viability. The Assistant Director acknowledged the concerns and indicated that officers would analyse the information provided by homes on vacancies and include an assessment in the next report to Members.

It was commented in the meeting that the demand for homes may potentially be affected by the increasing numbers of older people being cared for in their own homes through domiciliary care services. The Assistant Director supported this view and indicated it would be included in

the assessment of vacancies. A Member indicated that a holistic assessment of the care market for older people may be required as the increase in domiciliary care was also leading to older people moving to care homes with more complex needs than in the past.

Decision

1. That the report be noted and the partnership work of officers with the care sector be recognised for the much improved situation of care home standards in Hartlepool.
2. That the next update report to Members in six months include an analysis of the vacancies in care homes and the domiciliary care provision in the town and the inter-relationship between the two and whether this could potentially affect the viability of some care homes.

52. Deputyship Review by the Office of the Public Guardian *(Director of Adult and Community Based Services)*

Type of decision

For information.

Purpose of report

The purpose of this report was to update the Adult Services Committee on the outcome of a recent visit from the Office of the Public Guardian to review practice in Hartlepool.

Issue(s) for consideration

The Head of Safeguarding and Specialist Services reported that the User Property and Finance Team is a specialist team in Adult Services, which carries out the role of Deputyship for Property and Affairs on behalf of the Director of Adult and Community Based Services. A visitor from the Office of the Public Guardian met with the User Property and Finance Team on 8 January 2020 to review team practice and procedures relating to the Corporate Deputyship function, and to audit a number of Deputyship cases on behalf of the Court of Protection. This visit was part of a routine assurance process that is undertaken for all Local Authorities.

Following the visit, an outcomes report was produced. This highlighted some issues with staffing that the department had been aware of and a restructure of the team was underway which it was hoped would address those issues and provide for greater development opportunities for staff. Otherwise the report was very positive with the Office of the Public Guardian and the visitor commending the User Property and Finance team as follows:

“The Department’s management of Deputyship cases is outstanding and the officers we met today were also outstanding in terms of the knowledge they have of their own cases and their general approach, which is completely in-keeping with the ethos of the Mental Capacity Act and in line with the OPG’s Professional Deputy Standards”

The Chair stated that she was delighted to read the Assurance Visit Report and requested that the Committee's congratulations be shared with the User Property and Finance Team. Members echoed the Chair's comments.

A Member indicated that he had wished to see some reference in the report to the equality and diversity considerations the team provided to the most vulnerable residents of Hartlepool. Members with experience of the support provided by the team also spoke very highly of the service they provided. A Member was concerned that the report gave the inference that the annual visits to clients would end with only a paper office review being undertaken. The Head of Safeguarding and Specialist Services stated that the client's social worker would continue their regular visits and should the social worker feel that the annual review of benefits required a visit by a Deputy, that would still happen. The approach would be proportionate to the needs of individual clients. Members also discussed the lengthy training required for Deputies and how a full knowledge of the benefits system was required for the role.

The meeting also discussed the further delay to the new Mental Capacity Act and the potential impacts of the new regulations particularly on Deprivation of Liberty Safeguards (DoLS). The Assistant Director indicated that the new Act had now been put back until April 2021 at the earliest. It was understood there would be a range of impacts from the new Act and the government had advised local authorities not to make any changes to practices or training until the new regulations and code of practice were issued. Preparations were taking place within the authority to prepare for this, for example it was strongly anticipated that increased numbers of advocates would be required and discussions on how to provide those had already started. Further reports would be brought to Members as and when more information came forward.

Decision

That the excellent outcome of the recent visit from the Office of Public Guardian to review the service provided within Adult Services be noted and that the staff in the User Property and Finance Team be congratulated on such a positive review.

53. Sensory Impairment Joint Plan (*Director of Adult and Community Based Services*)

Type of decision

For information.

Purpose of report

To provide an update to Adult and Community Based Services Committee on progress against the Sensory Impairment Joint Plan and to present the

information to be shared with key stakeholders and members of the public at a launch event on 23 April 2020.

Issue(s) for consideration

The Head of Safeguarding and Specialist Services reported that in the spring of 2019 the Council commissioned Hearing Impairment and Visual Impairment Support UK (Hi-Vis UK) a Charitable Incorporated Organisation to support the development of a sensory loss strategy. Throughout 2019 Hi-Vis UK had engaged and consulted with key stakeholders, people with lived experience, carers groups and local organisations. The organisation had held workshops, conducted surveys and questionnaires and consulted with local commissioners. The initial findings and action plan that had been developed would be presented at a launch event on 23 April 2020 at the Centre for Independent Living. The Head of Safeguarding and Specialist Services outlined the key points in a presentation to Members.

Members welcomed the strategy and commended the work of HI-Vis UK. A Member involved in the process indicated that the raising of awareness of these issues both in the authority and with partners was a continuing process. The statistics showed the level of hearing and visual impairment in the wider population and those engaging with services now were only the 'tip of the iceberg'. It was imperative to identify those suffering these impairments, particularly the elderly with dual sensory loss, as this would help with any continuing care they may be receiving or need. Linking with other groups, such as The Bridge, would also help in tackling those living with a dementia and sensory loss of some kind.

Members welcomed the work being done and considered that Hartlepool was again leading in the provision of such services. Members were keen to see increased support throughout the community and also in everyday life to help people with a visual or hearing impairment lead as full a life as possible. Simple issues such as assuring there were both touch and audible warnings at road crossings were something the local authority could do to help.

The Chair indicated that she hoped as many elected Members as possible attended the launch event on 23 April 2020 at the Centre for Independent Living and sought assurance that invitations (including electronic calendar invitations) be sent to all Members.

Decision

That the report be noted.

54. Any Other Items which the Chairman Considers are Urgent

The Chair informed the Committee that she had recently visited Carlton Camp in North Yorkshire in her role as lead Member for Community Based Services. The Chair noted that there would be some significant decisions

to be made in relation to Carlton Camp in the forthcoming Municipal Year and she considered, therefore, it would be appropriate for as many Members of the Committee as possible to visit Carlton Camp and assess the facilities before any decisions were made. The Chair suggested that such a visit should be also open to the Members of the Children's Services Committee and the Finance and Policy Committee.

Officers indicated they would be happy to facilitate such a visit and would liaise with the Chair on a suitable date.

The meeting concluded at 3.45 pm.

H MARTIN

CHIEF SOLICITOR

PUBLICATION DATE: 6 MARCH 2020

ADULT AND COMMUNITY BASED SERVICES COMMITTEE

19th March 2020



Report of: Director of Adult and Community Based Services

Subject: TELECARE SERVICE

1. TYPE OF DECISION/APPLICABLE CATEGORY

- 1.1 Key decision. Not in Forward Plan – general exception notice issued.

2. PURPOSE OF REPORT

- 2.1 To seek approval from the Adult and Community Based Services Committee for officers to undertake a procurement exercise for the Telecare Service and to seek approval for the principles of the new service (set out in 4.2).

3. BACKGROUND

- 3.1 The council currently has a rolling contract with Thirteen to provide the technology and initial response (call handling) for the Telecare Service. When Thirteen receive the alert via the assistive technology, if it is advice only the Thirteen team will respond. If personal care and support is required Thirteen will contact the council's Direct Care and Support Team. Thirteen will also contact emergency services as required.
- 3.2 Users must have an assessed care need to access telecare services. The service provides a range of sensors or monitors such as property exit sensors, falls detectors, bed sensors, smoke alarm sensors, carbon monoxide sensors, and flood detectors which activate calls to the call centre.
- 3.3 The Telecare Service is part of a larger contract which includes Housing Related Support. A review was carried out in 2017 and the budget for this area was reduced. However at this time it was not clear which elements of the service would reduce. Over the last 6 months it has become evident that the current service offer cannot be sustained within the allocated budget.
- 3.4 Work has been undertaken with the provider to understand current usage information and to explore different models that will ensure people can access

the most appropriate support. A review of the current service has shown that the technology currently being used is becoming obsolete and that there have been significant technological advances over the last few years. The current contract does not give enough flexibility to use these more progressive technological solutions.

4. PROPOSAL

- 4.1 The current service as set out above is not using the most advanced technologies and the equipment will be obsolete shortly with a move from analogue to digital. The provider has also informed the council that it cannot continue to deliver the contract within the current contract value. It is therefore proposed that the council develops a new service specification and undertakes a procurement exercise.
- 4.2 The following principles have been developed to inform the future service model:
- People should be able to access up to 6 weeks of telecare support free of charge in line with the intermediate care model, which will allow for an assessment to be undertaken as to whether the individual has eligible ongoing needs under the Care Act 2014;
 - An expert in technology is needed to provide the service;
 - A flexible approach is needed to future proof the service and take advantage of new technological solutions;
 - The service will be call handling only;
 - The service needs to be linked to Community Led Support and support the principle of people being resilient within their community;
 - A menu of services will be developed based on Bronze, Silver and Gold levels of service. This will be the same offer if the service is contracted directly by individuals and families rather than via a personal budgets; and
 - The service also needs to provide advice and guidance to individuals and families.

5. RISK IMPLICATIONS

- 5.1 The current service is not sustainable within the existing budget and there is a risk that the service cannot be provided to individuals who require support.
- 5.2 The current contract is focused on an analogue solution and this approach is not sustainable. There is a risk that if the service does not adapt to embrace new technologies, individuals will not get the service they need and the potential benefits of telecare will not be realised.

6. FINANCIAL CONSIDERATIONS

- 6.1 There are no financial considerations as the service will be procured within the current budget envelope.

7. LEGAL CONSIDERATIONS

- 7.1 The procurement process will be compliant with the Council's Contract Procurement Rules.

8. CHILD AND FAMILY POVERTY

- 8.1 There are no child and family poverty implications. The service will be available to those individuals that have assessed eligible needs under the Care Act 2014.

9. EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 The service will be offered to those individuals that have assessed eligible needs under the Care Act 2014.

10. STAFF CONSIDERATIONS

- 10.1 There are no staff considerations for the Council. There may be TUPE implications if the successful provider is different to the current provider.

11. ASSET MANAGEMENT CONSIDERATIONS

- 11.1 There are no asset management considerations.

12. RECOMMENDATION

- 12.1 It is recommended that Members:
- give approval for officers undertake a procurement exercise for a technological response that supports individuals to stay at home; and
 - agree the principles of the new service as set out in section 4.2.

13. REASON FOR RECOMMENDATION

- 13.1 The current service needs to adapt to maximise the benefits of new technological advances with the move from analogue to digital.

- 13.2 The current offer cannot be sustained within the current budget therefore the council needs to re-procure the service.

14. CONTACT OFFICER

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ADULT AND COMMUNITY BASED SERVICES COMMITTEE

19th March 2020



Report of: Director of Adult and Community Based Services

Subject: DIRECT PAYMENT SUPPORT SERVICE

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non-key decision.

2. PURPOSE OF REPORT

2.1 To seek approval from the Adult & Community Based Services Committee for a change in the delivery model for the Direct Payment Support Service.

3. BACKGROUND

- 3.1 The Direct Payment Support Service provides support for people who have eligible social care needs and choose to use a Direct Payment to meet those needs. Receiving a Direct Payment can be daunting for people who don't have experience of managing money, paying invoices or employing staff. A Direct Payment Support Service can assist with managing a personal budget, dealing with recruitment and employment issues, paying staff etc.
- 3.2 The service is currently commissioned from Penderels and operated from an office based in Hartlepool. The contract comes to an end in October 2020. A review of the current service has been undertaken and options for future service delivery have been explored.

4. PROPOSAL

4.1 Two proposals have been explored as set out below:

A) The contract comes to an end and the council delivers the direct support service internally

Strengths	Weaknesses
<p>Council has control of the service</p> <p>The DP accounts would sit with the council therefore there would be no risk to the funding.</p> <p>Existing expertise within the council would be used to deliver the service e.g. payroll and the User Property & Finance Team.</p> <p>There is potential for efficiencies to be made by using existing teams.</p>	<p>Would need to increase capacity within council teams</p> <p>The council haven't delivered this service before therefore would need to undertake training and development to ensure staff could successfully manage the service.</p>

B) Re-procure the service and appoint an external provider

Strengths	Weaknesses
<p>If the current provider was successful in the re-procurement process there would be no change for individuals already using this service.</p>	<p>The provider holds a large amount of funding linked to individual accounts which means there is an element of risk if the provider ceases to operate.</p> <p>The council will need to continue to monitor the contract therefore directing resources towards this.</p>

4.2 It is proposed that the council deliver the service once the current contract comes to an end.

5. RISK IMPLICATIONS

5.1 The proposed model of in house delivery would reduce the risk to the Council in terms of Direct Payment budgets being held in the bank account of an external provider.

6. FINANCIAL CONSIDERATIONS

- 6.1 The proposal to bring the service in house can be achieved within the existing budget, and there is potential for efficiencies to be made.

7. LEGAL CONSIDERATIONS

- 7.1 The proposed model will meet the Council's obligations under the care Act 2014 and associated Direct Payment legislation.

8. CHILD AND FAMILY POVERTY

- 8.1 There are no child and family poverty implications. The service will be available to individuals that have assessed eligible needs under the Care Act 2014.

9. EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 The service will be offered to those individuals that have assessed eligible needs under the Care Act 2014.

10. STAFF CONSIDERATIONS

- 10.1 An assessment will be undertaken to determine whether there are TUPE implications. It is anticipated that the maximum number of staff that could be affected is five, but further work is needed to confirm this.

11. ASSET MANAGEMENT CONSIDERATIONS

- 11.1 There are no asset management considerations.

12. RECOMMENDATION

- 12.1 It is recommended that Members approve the proposal for the Council to deliver a Direct Payment Support Service from October 2020 when the current contract for a commissioned service ends.

13. REASON FOR RECOMMENDATION

- 13.1 The delivery model that is proposed for the future reduces financial risk for the Council and will potentially result in a more cost effective service being provided.

14. CONTACT OFFICER

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ADULT AND COMMUNITY BASED SERVICES COMMITTEE

19 March 2020



Report of: Director of Adult and Community Based Services

Subject: COMMUNITY HUBS UPDATE

1. TYPE OF DECISION/APPLICABLE CATEGORY

No decision required; for information.

2. PURPOSE OF REPORT

- 2.1 To provide the Adult and Community Based Services Committee with an update on the ongoing development of Community Hubs and the outcomes that are being achieved.

3. BACKGROUND

- 3.1 The three Community Hubs located in the North, Central and South of the Borough were joined in the summer of 2019 by the Centre for Independent Living (CIL), Burbank Street operating as Community Hub Coastal.
- 3.2 Reports on the implementation of Community Hubs have been considered by Finance and Policy Committee in December 2016 and Adult and Community Based Services Committee in March 2018.
- 3.3 Community Hubs have been located in existing community buildings and each is unique in operation based on the space that is available, management arrangements and the demands of the population.

4. CURRENT POSITION

4.1 CORE OFFER: OVERVIEW

Community Hubs have an established core offer which is available or in the process of development across each site. This includes a number of services and opportunities including a library offer comprised of book loaning service,

eBook service, audio book service, children's rhyme time, People's Network, reading groups, genealogy, local history and much more.

There is a Health and Well Being Service offering one to one and group support from Community Connectors and Lifestyle Intervention Officers. This is focused on positive lifestyle change, increasing physical activity, managing long term and limiting conditions and signposting to other opportunities and services.

Additional services, programmes and opportunities within the core offer include financial advice and wellbeing opportunities, social activity and education.

4.2 Outcomes achieved through delivery of the core offer include:

- 1,329 families and young people took part in the Summer Reading Challenge with 9,898 children's books issued over the summer holidays.
- A successful holiday hunger scheme was delivered in the summer holidays ensuring children had access to fruit and water throughout the day.
- Hartlepool Carers have recruited a member of staff to increase support available in the Hubs and promote integration.
- West View Advice and Resource Centre continue to provide invaluable financial advice and support via debt management and benefit advice.
- Monthly CHAT events (local history talks) are held at Community Hub Central and are proving to be very popular with an average of 40 people attending every session.
- The mobile library has become the Mobile Community Hub.
- A sensory room has been created in Community Hub South providing opportunities for families and individuals to have a safe and stimulating environment to enjoy therapeutic or recreational sessions.
- A rehabilitation room has been developed in Community Hub South and hosts a range of equipment to support individuals with a range of conditions. There is also now three Motor Med Bikes available for customers to use across Hubs and Leisure Centres.

4.3 SERVICE INTEGRATION AND PARTNERSHIP WORKING

Community Hubs were established to provide access to a broad range of services and opportunities in local communities without the need to have to visit lots of different assets to get the services and support needed. There has been significant progress in increasing services accessible within the hubs for the benefit of communities.

4.4 Developments in relation to service integration and partnership working include:

- The Early Help Team has moved into an underused area of Community Hub South leading to the successful integration of services including the Baby Bank and Empowering People Empowering Communities (EPEC) programmes / group.

- Baby clinics are now integrated as part of Community Hub Central with new mums bringing their babies in for weighing and general advice.
- The Joseph Rowntree Foundation host Food and Fuel Fairs at Community Hub Central with future fairs planned at Community Hub South and Coastal Community Hub.
- The multi-agency Community Support Team has moved into Community Hub Central focusing on supporting families in the Victoria Ward.
- Seaton Carew Youth Club now meet weekly at the Seaton Carew Branch Library. This partnership work has led to some improved facilities for young people in the area focusing on positive engagement and activity.

4.5 TARGETING THOSE MOST IN NEED

Community Hubs are available for all residents to access. Services, programmes and opportunities are continually being explored and developed responding to the local needs of primarily those most in need as well as a strong universal offer for everyone to enjoy. There is a key focus within the hubs to focus on physical, emotional, social and financial wellbeing.

4.6 Key developments in terms of targeting those most in need include:

- A Community Kitchen has been introduced at Community Hub South offering an affordable nutritionally balanced two course meal. This is currently serving an average of 40 meals a week.
- A range of successful events and activities have taken place across the Hubs including Christmas events providing opportunities for many children whose parents cannot afford for them to meet Santa. Blue Monday Wellbeing Activities raised awareness of how people can support their emotional wellbeing. Both events attracted people who do not normally access the hubs but can benefit from the offer.
- Sponsored by Newcastle Building Society, people who use the home library service were invited to Central Hub for a local history, children's choir and tea and cakes event. 20 older people attended the event with one lady advising that this had been the first time she had left her home in over a year.
- A Chatty Café has launched in Community Hub South.
- Work has been undertaken with Inclusion North to review and relaunch the Learning Disability Partnership Board.

4.7 COMMUNITY LED SUPPORT

Community Led Support (CLS) was launched in November 2019 and is an externally supported programme that looks at strength based social care and providing people with community led solutions. The programme explores innovative solutions as alternatives to packages of social care and aims to remove bureaucracy that often exists.

4.8 Key outcomes of the Community Led Support approach to date include:

- The CLS innovation site was launched in Community Hub Central in November 2019 with a multi-disciplinary team providing support and guidance to people who have contact Adult Social Care.
- Over the first 5 weeks of operation, 36 people were supported in the Hub.

- Hartlepool Carers now have a weekly drop-in session at Community Hub Central which coincides with the CLS session providing a seamless link for carers supporting people accessing services.
- Since increasing their presence in the Hubs, Hartlepool Carers have become aware of 34 newly identified carers who are now being supported.
- Carers Rights Day took place in Central Hub on 21 November 2019 with 19 organisations having information stands around the building.
- The average footfall count on Carers Rights Day rose by approximately 250 people. A further stakeholder market stall event took place in Central Hub on 6 February 2020.

4.9 CELEBRATING WHAT HAS BEEN ACHIEVED SO FAR

Community Hubs continue to evolve and respond to the needs of local residents. Opportunities are increasing and the outcomes and impact are becoming significant in having an impact on people's lives and also how professionals work differently with communities. Summary infographs have been produced and are attached as **Appendix 1**.

5. KEY AREAS OF DEVELOPMENT

5.1 STAFFING

- The Community Hub Manager and Hub Coordinators are now in post providing dedicated leadership for each Hub and driving forward key priorities in each area.
- Plans are now in place to recruit Assistant Coordinators to support the management and development of each Hub. This will then progress to a review of the roles and functions of the remaining staff to ensure that the necessary skills and experience are in place to support the ongoing development of the Hubs.
- The roles of the Community Connectors and Lifestyle Intervention Officers in the Wellbeing Team are being reviewed to ensure they are able to support the delivery of key public health outcomes and support the roll-out of Community Led Support.
- Ensuring people who already access adult social care services have a voice is a continuing priority for the participation workers in the team. How this role is supported and extended to ensure wider involvement is being reviewed.

5.2 CORE OFFER

- Reviewing the offer in the Hubs is an ongoing priority. The aim is to develop a flexible, agile approach looking at how the Hub offer can be delivered in spaces that are relevant to people at times that meet their needs.
- West View Advice and Resource Centre were successful in their bid for the financial inclusion contract ensuring that they will be offering financial advice across the Hubs for at least the next 3 years. A new work plan is being developed to ensure the service can react to changing demands and needs.

- Creating capacity in the Hubs continues to be a focus and book stock across the Hubs is being reviewed to ensure demand continues to be met.
- A Library Strategy for the next five years is being developed which will ensure that statutory duties are met, and that the Council can provide a library service fit for the 21st Century, including maximising the use of the People's Network.
- Work will be undertaken with partners to review Borrow Box, the online catalogue, and the catalogue will be extended to meet increasing demand.
- The Public Health library will be refreshed and its resources promoted across the Hubs, in schools and via a range of professionals to support health and wellbeing events, activities and campaigns.

5.3. CATERING OFFER

- Work will continue to review the catering offer in the Hubs. The Community Kitchen in Community Hub South will be opened at least one further day each week providing good quality reasonably priced food for local residents.
- The Chatty Café scheme will be rolled out across the Hubs. A Chatter and Natter table is aimed at helping reduce social isolation by providing a table where customers can sit if they are happy to talk to others.
- Work is underway to explore the possibility of introducing 'The Bread and Butter Thing', a service that provides low cost food to residents.

5.4. COMMUNITY LED SUPPORT

- Community Led Support sessions are being rolled out across the Hubs. The Thursday morning session at Central Hub has been extended to meet demand and a second session is now being provided on a Tuesday afternoon at Community Hub South, which will be led by the Community Connectors. The sessions were promoted in the March edition of Hartbeat.
- The occupational therapy equipment offer is being expended in to the Hubs and programmes such as Steady Feet are being reintroduced to support safe rehabilitation of people who have had falls.
- The different approaches to Community Led Support will be monitored to ensure services remain fit for purpose and meet the needs of Adult Social Care.
- Following a successful application to Tees, Esk and Wear Valley NHS Foundation Trust for funding, the Council will be working with partners to deliver mental wellbeing sessions in the Hubs to provide low level support for individuals.
- Work will continue with Hartlepool Carers and other partners to further develop the Community Led Support offer across the Hubs.

5.5. SERVICE INTEGRATION AND PARTNERSHIP WORKING

- Following a review of space in Central Hub, plans are underway for the development of staff accommodation and classrooms to house members of the Learning and Skills section. This will allow for a greater integration of learning and skills activities in the Hubs whilst maximising the space available.

- Services will continue to maximise community assets to deliver on key programmes and outcomes including Sport England's Families Fund Programme, Holiday Hunger Programme, Stroke Rehabilitation, Live Well Programme for those living with dementia and cancer support.
- Establishing connections and links with the Voluntary and Community Sector will be a priority. This will build on the work that has already started and look at how services can work together to provide a comprehensive offer across the town to support individuals to live a good life.
- Working with the voluntary and community sector, a range of volunteering activities will be developed that can help individuals make connections, feel valued and worthwhile and if it is what is important to the person, help them on the road to employment.
- The updated Hartlepool Now site will be relaunched in March 2020. Incorporating the Family Services Directory, the new site will offer a one-stop shop providing news, events, information, advice and guidance for everyone.
- An online support tool, Connecting You, will be rolled out offering secure space to individuals to develop online communities of support.
- The Participation Team plans to develop its work alongside Healthwatch to support the Youth Council and Young Inspectors to carry out a town wide research project into what it is like to be a young person in Hartlepool. In addition, the Learning Disability Partnership Board have agreed a focus on health for their work in 2020 and, working with the self-advocacy group Voice for You, the Participation Team will talk to people about their experience of living with a disability.
- Working with a young person living with autism, the Participation Team are supporting the development of a user led Autism Partnership Board.

5.6 ACTIVITIES AND EVENTS

The Hubs will continue to be the focus of a wide range of activities and events that engage communities including:

- VictFest – an event with the voluntary and community sector to engage members of the Victoria community with services and the Hub;
- Crossing the Tees book event;
- The Summer Reading Challenge;
- Christmas activities;
- Family, Food and Fun Summer Holiday Programme;
- Northern Children's Book Festival;
- Stories and Rhymes at the Hubs and branch libraries;
- Reading Groups; and
- Family and Local History Groups and sessions with guest speakers.

6. **RISK AND FINANCIAL CONSIDERATIONS**

- 6.1 Fixed term funding for two members of the Wellbeing Team ceases from April 2020. A short term solution has been identified that will fund the posts for a further twelve months but a longer term solution needs to be explored, as the

cessation of this service would have a significant impact on the ability of the Hubs to deliver lifestyle support to target populations.

- 6.2 As reported to Committee previously, there is a budget pressure of £50k associated with the Community Hubs / libraries, as the result of a decision in December 2016 to close two branch libraries which has not been implemented. Work continues to explore options that will allow a library offer to be maintained in those communities, potentially alongside other services. Further detail will be included within the Library Strategy that is currently being developed for consideration later in the year.

7. LEGAL CONSIDERATIONS

- 7.1 There are no legal considerations associated with this report.

8. CHILD AND FAMILY POVERTY

- 8.1 Community Hubs play a key role in addressing child and family poverty issues through improving the mental, physical and social wellbeing of the population enabling people to become more economically active, providing opportunities to children and families and increasing access to services to prevent and tackle poverty and factors that lead to poverty.

9. EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 There are no equality and diversity considerations associated with this report.

10. STAFF CONSIDERATIONS

- 10.1 There are no staffing considerations associated with this report. An update on staffing issues is included at 5.1.

11. ASSET MANAGEMENT CONSIDERATIONS

- 11.1 There are asset management considerations specifically linked to Community Hub North, which currently operates in a building which is not managed by the Council.
- 11.2 The current arrangement only provides the opportunity to deliver a limited offer and financially there is no further scope to expand this. This is a key consideration for the future as the Community Hubs continue to evolve and alternative options are being explored which would allow a more extensive offer for the north of the borough.

12. RECOMMENDATION

- 12.1 It is recommended that the Adult and Community Based Services Committee note the information presented within this report, the significant progress that has been made to maximise the potential of the Community Hub offer and further work that is planned.

13. REASON FOR RECOMMENDATION

- 13.1 Community Hubs are strategically significant in reducing the increasing inequalities that exist within Hartlepool's communities. It is important that Community Hubs achieve their potential and continue to be key to the implementation and roll out of community led support.

14. CONTACT OFFICER

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Reading Groups

A number of reading groups meet **across the Hubs**, including a Refugees reading group that meets **weekly**

Summer Reading Challenge 2019

1329 young bookworms took part, reading **9898** books!

Children's Activities

An average of **266** children attend **stories and rhymes**, parent and toddler and **baby babble** sessions every month

Northern Children's Book Festival 2019

Community Hub Coastal welcomed **children's author** Tom Palmer, who spent the day **inspiring 160** Junior School children

"This event will spark an interest in some of the children, thank you"
- Teacher

Hartlepool Writers Group

An **anthology** of work was **published** in October 2019



Crossing the Tees

December 2019 hosted the Cross the Tees **Short Story Competition Celebration**. **100** **entries** were received and 50 invited guests attended the event

3 writing workshops

for adults were held in June 2019. **60** adults took part



Community Hub South's Community Kitchen

serves an average of **30** local people **lunch**, per week

A **Community Breakfast** is served weekly at Community Hub Coastal

Community Hubs Core Offer



Financial Advice & Guidance

Between Apr and Sep 2019, **2015** people received debt and benefit advice from **WVARC**



Community Connectors

have supported many Hartlepool residents to attend **social groups**, exercise sessions and **Healthy Walks** across all of the hubs



An average of **60** people attend **monthly talks**, on a range of subjects

CHAT EVENTS

Burbank Residents hold a monthly **coffee morning** in the Bistro at Community Hub Coastal



Events and Activities

Summer 2019 Holiday Family Fun Events

- Refreshments
- **Bug hunting**
- Games and activities



Family Cooking Courses

Ran for **6** Saturdays at Community Hub Coastal



Christmas in the Hubs

Central – Christmas Eve

Approx. **300** people attended and enjoyed:

- Choir
- Quiz
- **Mission Christmas Project**
- Christmas crafts
- Tea, coffee and mince pies



Coastal – Christmas Family Fun Event

40 children attended and enjoyed:

- **Santa's Grotto**
- Christmas **cookie making**
- Arts and crafts
- **Sign and rhyme**
- Gift stalls
- Disco



Blue Monday January 2020

Over 450 people attended “the most depressing day of the year” and enjoyed:

- Messy clay activities
- **Indian Head Massages**
- Crafting
- Puzzles
- The **Therapy Dog**



“Kids had a lovely time at the community hub. Thank you”

“Friendly staff”

“Gorgeous evening full of arts and crafts, disco dancing and meeting the big man himself. Thank you”

“Felt very welcome by all”

“Nice feeling of welcomeness”

Good to know there is so much going on”

"I have thoroughly enjoyed being part of the CLS team"

45 people invited to attend the CLS session, in the first six weeks

"Glad to be part of the team"

Hartlepool Carers joined the CLS Team

Carer's Rights Day celebrated at CLS, with an **extra 300** people visiting the Hub

Innovation Team launched in Central Hub, November 2019



34 new carers supported by Hartlepool Carers in the first six weeks

"I think CLS works really well"

Staff morale high, with all staff involved saying they are **proud** to be part of CLS

Community Led Support (CLS)

Very positive feedback. Happy to come along and have a good conversation with someone

"Great start to this service"

"I've had lots of job satisfaction after each session"