

## FULL PARTNERSHIP MEETING

19<sup>th</sup> March 2019

10am – 12 noon at BCVS

Attendees:	Steve Brown	BDC	SB
	Catherine Burn	BCVS	CB
	Becky Law	BCVS	BL
	Allison Palmer	BCVS	AP
	Lynn Tupling	BAC	LT
	Adele Lawson	BAC	AL
	Tony Wright	BDC	TW
	Carl Widdowson	DWP	CW
	Richard Warren	The Well	RW
	Helen Azar	Centreplace	HA
	Caroline Baspher	Workshop Job Centre	CB
	Charlotte Fisher-Gibson	Hettys	CFG
	Heidi Nightingale	Nott's Women's Aid	HN
	Laura Thornley	CAB	LTh
	Clara Taylor	The Crossing	CT
	Zagham Mohammed (Ali)	Muslim Charity at Eaton Hall	ZM
	Adam Mills	BDC Money Advisors	AM
Apologies:	Emma Clough	Tuxford MOI	
	Steve Ward	Illegal Money Lending Team	
	Elaine Simmonds	BDC	
	Kath Hobart	Dial a Trip	
	Denise Scott	NCC Adult Social Care	
	Tracey MacDonald	DWP	
	Nic Roberts	Mind	
	Guy Phillipich	Insight	
	Jenalle Anderson	Healthy Housing	
	Karen Whitlam	CAB	

**Meeting Chair: Catherine Burn Bassetlaw Community and Voluntary Service Director**

### **Steve Brown BDC: Overview and Objectives**

Steve gave a short background to the NNSP scheme which came about after the end of the Advice Bassetlaw scheme in response to the welfare reform challenges, the close working with the DWP and the acknowledgement that the knowledge and expertise of the third sector was needed to support the citizens of Bassetlaw. The challenges being ones that do not necessarily fit cleanly into organisational boxes, but are multiple and complex as people experience issues with housing, finance, relationships etc. NNSP provides the single point of access for individuals to easily find support from a range of organisations to address multiple issues.

This single gateway approach means that there is greater opportunity for early intervention when addressing issues, which can deliver a substantial cost saving to statutory and clinical services.

Third sector organisations can be seen as more trusted than public sector and statutory services so we recognise that people are more likely to open up about their full circumstances and thus support can be found.

We also recognise that funding from Local Authority is rapidly deteriorating and so by working closer together we can look at how we can create more capacity and sustainability.

Moving forward, Bassetlaw Citizens Advice will be formally joining BCVS and BAC as lead organisations within the running of NNSP. There is a commitment from these key partners to keep things moving forwards and we need to ensure that the current objectives are still relevant and consider if there are other things that we need to reflect on.

### **Becky Law NNSP Hub Administrator: Achievements and pathways**

\*The graphs are in the presentation that is attached to the email containing these minutes.\*

Key points from the graphs:

- A 16% increase in overall referrals in from 2017 to 2018
- Huge 56% growth in benefits referrals into the scheme from 2017 – 2018
- Health have become the largest referrers in (falls, Integrated neighbourhood teams etc)
- Key trends identify a slump in referrals during August – with these being the least complex, and then a peak in October with these being more complex and resulting un multiple referrals per individual.
- Transport is also a key driver for referrals due in part to the rurality of Bassetlaw

### **Catherine Burn and Steve Brown: Emerging Agendas**

Health

CB – there was a new NHS 10 year plan published in January 2019 which does feature the voluntary sector, has real input and emphasis around volunteering as well as voluntary sector services as an integrated partner. It doesn't, however, support those ideas with funding and the guidance in the plan has been taken from large third sector organisations rather than smaller organisations of the sort that predominantly feature in Bassetlaw.

The Bassetlaw Place Plan is a working document for the Integrated Partnership which feeds into the Integrated Care System of South Yorkshire and Bassetlaw. This is health redesign, the integration of health, social care and mental health services with the voluntary sector across a huge geography of 5 areas- Bassetlaw, Sheffield, Barnsley, Doncaster and Rotherham. So as a locality we are tasked with working closer together as organisations and partners to find the efficiencies Steve has alluded to and also to look at a way that we can design and deliver services very differently.

There are a number of ICS work streams which include:

- Integration and Health Citizenship (jointly chaired by Steve Brown and Karen Whitlam CAB CEO)
- Transport
- Children and Young Peoples services
- Workforce
- IT

- Digital
- Communications

The Place Plan is available at <http://www.betterinbassetlaw.co.uk/about-better-in-bassetlaw/better-in-bassetlaw-place-plan-2019-2021/>

The plan really sets the tone around how the statutory sector and the voluntary sector are coming together to work together more closely and to look at this integration agenda.

**SB** Discussed the content of slide 12 “Population Health Management”. We have an issue that whilst people in Bassetlaw are living longer, they are not living well. It is a challenge – and not just a health one. If we leave these issues until they become a reason for hospital admission then that has a very clear cost impact. So it is about what can we do to ensure early identification and intervention – encouraging people to look at self-care and patient activation.

NNSP really supports this agenda in its key principles around prevention and intervention.

Slide 14 illustrates some of the resources and challenges that we have in our area. Slide 15 demonstrates the key role some of our community organisation can have on the health and wellbeing of an individual.

#### Austerity

**SB** There is a continued push on welfare reform, so there will be further rollouts of Universal Credit and there will be other changes to benefits. There is no more money likely for local govt – we have lost 40% of our budget already and it is likely that we will see a further reduction.

There are huge financial challenges for both County and Local Authorities. I believe this will mean that the model for public sector provision is going to have to change. What that is, we don't know but we are likely to see local govt re-organisation & closer work with health. Geographically we have our challenges, but we do have a great strength of local partnership working that is acknowledged by others who visit Bassetlaw and see first-hand the links and partner working that we have here. Brexit will also have potential impact – could be food shortages due to border controls, most likely aggravated by social media. There is perhaps potential for some unrest.

**CB** Question asked to the room about what needs to change in the NNSP to make sure it is fit for purpose if anything does need to change? Any developments needed to support that change? Looking at true costs, rural challenge and capacity.

Responses:

- Funding to ensure services can continue to be delivered
- Challenge around clients accessing mental health support whilst finance / housing etc. issues are being addressed by third sector.
- There's a big move within the 10 year plan to integrate mental and physical health
- People get passed around the system when mental health issues are combined with drug or alcohol misuse – needs one combined assessment

**CB** Patient Activation Measure – looks to identify how engaged patients are with self-care of their long term health condition. Through a series of structured questions it identifies people who

are ready to accept change or those who are less ready and they are then worked with at different levels. This tool is available and accessible in Bassetlaw for anybody to use. If we were to use it we would have an improved understanding of our population and also where to best target resources to support them. It's a tool that is underpinned with coaching, mentoring, access to services, signposting, case worker etc.

**CB** DWP has previously tried to engage with local health and GP services with very limited success.

**CB ACTION** Connect DWP with primary care networks

**LT** We would like some up to date information around what services all partner organisations offer.

**AL & LT ACTION** Update partnership training information to reflect current organisational offerings and share this around the current partners.

Discussion took place around an NNSP website which does not exist as there has never been funding available. There is a broad information page about NNSP on both BCVS and BAC websites. There is also a Bassetlaw Health website that holds a comprehensive database of services broadly available.

Discussion took place around service gaps and what we could do when we identify new, emerging trends where there is nothing in place.

**BL ACTION** Create an ongoing process to compile data around gaps in service provision with a view to looking at how these gaps could be supported

**RW** Raised concerns for volunteers who could be expected to identify issues as they could be running some of the first point of contact services after which NNSP referrals might be felt to be relevant if the knowledge and awareness was there.

**BL ACTION** Broaden some of the information available about NNSP on BCVS website to support volunteer training

**SB** Alluded to Bassetlaw Financial Inclusion Forum as a useful information exchange forum and suggested that it might be another good opportunity for partners to attend.

**LT** Offered NNSP refresher training to any organisations

**CW** Pointed out that Universal credit will be fully rolled out as soon as 2020 and in light of the volume of benefits referrals vis NNSP it's really important that the infrastructure is in place to support the population of Bassetlaw. So the Financial Inclusion Forum will be really important to this process.

**AM** Mindful that NNSP timescales of 28 days do not always sit with what is needed so sometimes direct referrals have to be made to ensure that the service is as timely as required.

**LT** Observed that whilst this could be the case for the key identified issues, there could be additional support needed such as transport where time is less pressing and so NNSP can be used for this.

**CB** Reminded us that there is an NNSP self-referral option available so individuals can just fill out the form and send it into the hub – which reinforces the message that NNSP was never designed to replace referral mechanisms, but to allow the public to co-ordinate and navigate the systems and support available through one single point of contact.

**BC & SB** Acknowledged that while welfare reform was the initial reason for setting up the service, things have moved on now and there is a need to acknowledge that the wider determinants of health and wellbeing now need to be brought into the focus which could open up

the partnership to a wider variety of organisations. So to recap – we identify a need to grow the partnership, grow the knowledge, reinvigorate the Financial Inclusion forum as an information sharing event and consider now the rurality of our district.

**SB** We have previously trialled a network of help points – Misterton Centre and Tuxford Mine of Information are still active. Unfortunately Langold centre closed but there is currently some work being done there by Larwood GP practice. Carlton Civic Centre is very active and keen to engage so there is potential there but perhaps some challenge around the coordination.

Harworth – a rapidly developing community with a town hall, BDC information centre building incorporating the police, GP surgery, school site, library. BDC is looking for greater partner co-location in Harworth and also looking at wider technology available to support connectivity with the Harworth community.

**LTh** CAB lacks resources for rural face to face activities so we are looking at a dedicated phone line to support communities. We are also now starting to be in GP surgeries where we can offer appointments.

**CB** Capacity is an issue we acknowledge so we need to look at how we can lever in resources from wherever available. There have been early discussions with Nation Lottery about possible partnership funding.

### **NNSP Portal**

**SB** The portal is an online access system for all partners to be able to make NNSP referrals and then monitor the timelines of the referral. It is still an intention that the portal will become live but there is still some work to be done on it which sits with BDC. GDPR caused some nervousness and there is work to be done around a new data sharing agreement which will Adele Watson will do with partners. The portal will be an addition to the service, not a replacement of the paper process.

### **Partner Updates**

**CT – The Crossing** We are looking for more activities that could be set up or supported as a project so we are interested in any identified gaps in services that could be something appropriate for us to look at.

**BL – NNSP hub admin** A couple of regular identified gaps are befrienders and domestic support. Befrienders can be accessed via Social Prescribing, but outside of this it can be really difficult to find anything. Domestic support includes help with gardening and housework – very often for people with chaotic lifestyles who have let things get rather out of hand and have properties that need clearing or very overgrown gardens.

**AP – BCVS Partnership Officer** Very often service are for older people, yet we see a lot of challenges for younger people and their families – especially around mental health.

**SB – BDC** Elections taking place in May – whatever happens there will be a new plan for the Council. We are trying to find a way to continue NNSP funding beyond this year.

There are issues around the impact of welfare reform generally and previously BDC has provided 2 programmes of support: Assisted Digital and Personal Budgeting Support. From 1<sup>st</sup> April that model has changed and CAB has national responsibility for providing that service.

**CW – DWP** We have had numerous staff changes so will go back and look to re-educate staff about using NNSP to support clients.

**CB – BCVS** There is also the Bassetlaw Health website <https://bassetlaw-health.co.uk/> which has been in existence for 7 years and is being built on and updated all the time to ensure it is relevant about the organisations and services offered.

**TW – BDC** There is nothing about physical activity in the Bassetlaw Place Plan. NNSP figures showed 2 referrals in 2017 and 9 in 2018. Whilst it's accepted that physical activity may not always be a key, critical issue for people, the benefits that it gives need to be recognised. Also, the BPL staff gets lots of referrals into their services from GPs and BDC and there is something to be done to ensure their staff identify additional client issues and use NNSP as a referral tool.

**RW – The Well** New upcoming service – probably in June. An 8 weeks, free life skills course that incorporates money management and cooking on a budget whilst also addressing social isolation through working together as a group. It is in addition to the current existing CAP services.

**AM – BDC Money Advisor** Seeing more people and receiving more referrals so always striving to do more with less funding. So any charities or community organisations that could support his teams work would be great to hear about.

**CB – BCVS** Asked that all organisations present evidence of need when gaps are identified – if the service exists then BCVS and NNSP will find it, and if it does not exist then work will be don't to try and support the development of the service wherever possible.

**LTh – CAB** Alzheimer's service – funding has ended at the scheme closes at the end of March. Similarly the Energy project closes at the end of March. The Cancer related referral service still exists and is ongoing. Generalist enquiries can still be done for benefit claimants. A new service starts from 1<sup>st</sup> April – Help to Claim. 10am – 2pm Monday to Friday in Worksop Job Centre and over the phone for Retford residents. For anyone that needs help with a benefits claim.

**ZM – Muslim Charity** Exploring with BDC how the charity can support Bassetlaw residents. Conversations so far about supporting refugee families have all been positive. Also looking to set up a programme of funding to help people new to the area with basic furniture, working with British heart Foundation and Ollerton Furniture project. So anyone that could be supported can access – it is a new project so is not set up yet (only 2 weeks in).

Confirmed that they want to become an NNSP partner

**AL BAC Action - to make Muslim Charity an NNSP partner**

**LT – BAC** The data shared shows BAC as taking lots of the NNSP referrals so our mission is to find other organisations to take a share of these referrals. We are currently at stage one with the lottery looking at developing an intergenerational loneliness and isolating combating project. A reminder that we do offer a paid for home support service (not currently offering gardening) and also a community car scheme that is not just for older people but for everyone – so could assist people to get to job interviews etc.

**CFG – Hettys** New to Bassetlaw – based at The Stables on Carlton Road (next to Bike Depot). Has capacity to support more clients in Bassetlaw and positively contributes to some of the financial issues we have spoken about as families move away from the costs of alcohol and drugs.

Heidi Nightingale – Nott's Women's Aid Looking to attract more volunteers and retain them. Also setting up training programmes for women who have come through the other Women's Centre programmes (basic skills similar to Richard at The Well) to give them some stepping stones to move on. Very interested in working with Muslim Charity.

**HA – Centreplace** Helen made the observation that nowhere on the NNSP form does it signpost on for LGBT+ support. She has seen a huge increase in referrals from elsewhere into their services, particularly for young people who identify as trans.

**ACTION – BL / AL to amend referral forms**

#### **NEXT STEPS AND ACTIONS IDENTIFIED**

Training

New Partnerships

Financial Inclusion Forum engagement

Additional services and identified gaps

Wider base focus – moving away from purely welfare reform

It was agreed that future partnership meeting will be held quarterly

**NEXT MEETING DATE TUESDAY 18<sup>TH</sup> JUNE 2019 2pm – 4pm at BCVS**