

Appendix 1- Wellbeing Panel Officer's Presentation

Wellbeing panel 03 Feb 2021

Updates to inform future policy

Context for update report

- Move away from simply signing off new policy reports. Policy committee should be developing policy areas.
- Inform panel of performance, barriers and risks of services around wellbeing
- Encourage discussion around current and future policy / practice areas.

Communities and help hub

COVID Response:

- Enhanced Test and Trace began on 7th January – In the first full week of operation (W/C 11-1-21) 1167 contacts were visited in 629 households. The rate of contacts referred from PH remains constant at between 190 and 260 aday. The service operates seven days a week.
- Continuing to work with mutual aid groups to support customers on theground
- Help Hub open at the weekend again – a steady flow of calls the last couple ofweeks. Remains open until 10pm weekdays
- Hospital Discharge work is enhancing the District Direct Offer at NNUH.
- Supporting vaccination centres with staffing and volunteers
- Very low emergency food demand. Most residents appear to have their ownsystems in place now.

Key Projects:

- The employment project Work 4 All is now taking referrals
- working in partnership with Job Centre Plus,.
- Support residents recently made unemployed, including those who have lost their jobs due to Covid19.
- Assess customer's employment barriers and wider support needs and help them to access employment and retraining opportunities through a bespoke employment plan.
- Sport England bid in collaboration with Active Norfolk was successful. We received £10k to build 5,000 Active at Home packs to distribute.
- Tickets are now on sale for Community at Heart Lottery

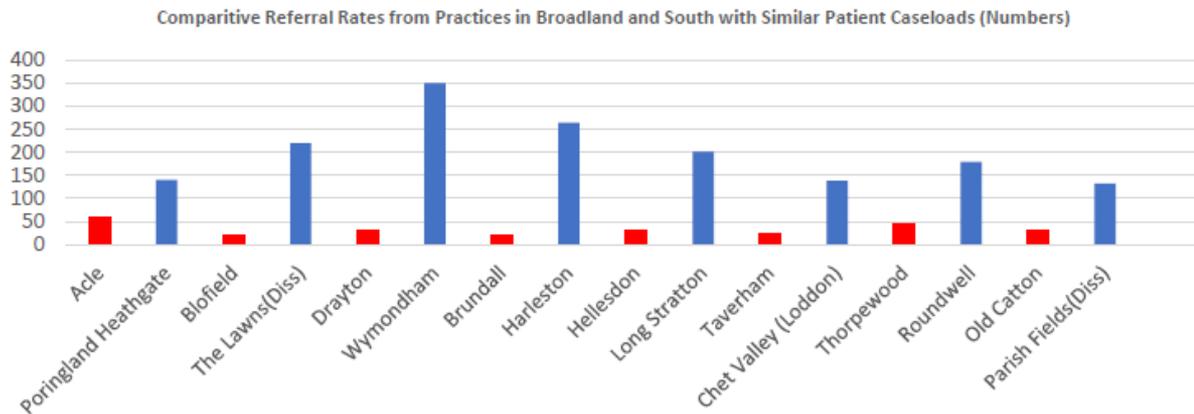
Key Projects:

- 28 new referrals into Broadly Active in Q3. Sessions returned to online or phone contact only due to Covid.
- Launched Broadly Brew which is a weekly, virtual social gathering for anyone active or completed on the scheme. Looking to address isolation with it and offer advice, guidance, support and general chat.

Provided circa 200 Winter Activities packs for Tots 2 Teens members. These were aimed at providing fun, festive themed activities for the children in lieu of being able to provide a physical programme. We will be doing the same in February half term.

Community involvement

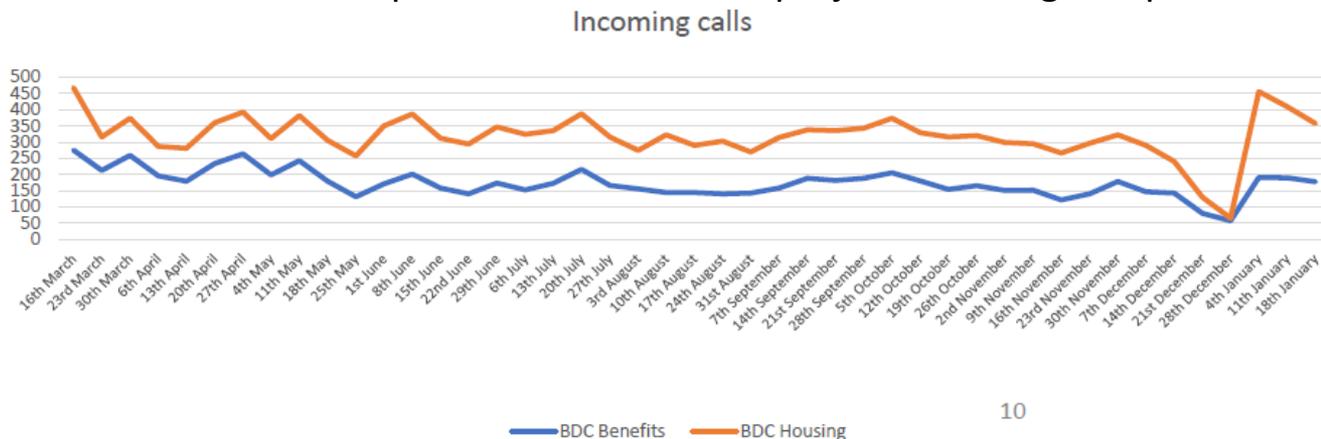
- Building on door stepping / mutual aid support / community groups
 - Community links – CIO
- Connecting with communities – a refreshed approach
 - Community connectors – circa £60k – external funding
 - Social prescribing



Housing and Benefits

COVID Response:

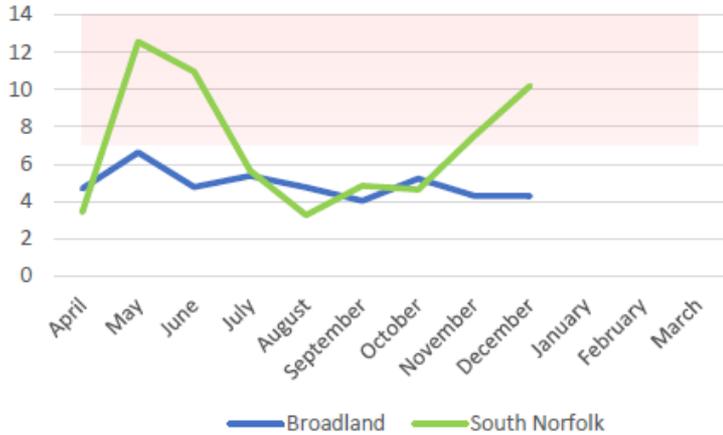
- £500 Test and Trace isolation payment - can be claimed by those who have been told to self isolate and will lose income as a result. This has now been extended until 31st March. BDC has been allocated additional money for the discretionary payments. £26,773.36
- Covid-19 Hardship Fund. £43,970 awarded so far
- Housing phone system is being changed, options are being added
- £250.00 heating payment put into place
- Temporary Accommodation rates at a more sensible level, however seeing more immediate homeless in line with previous TA. Demand projection being completed



Benefits

Benefits Speed of Processing

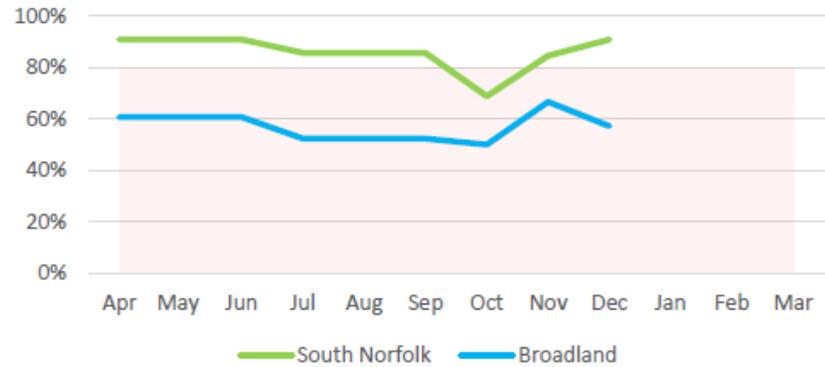
Target <7



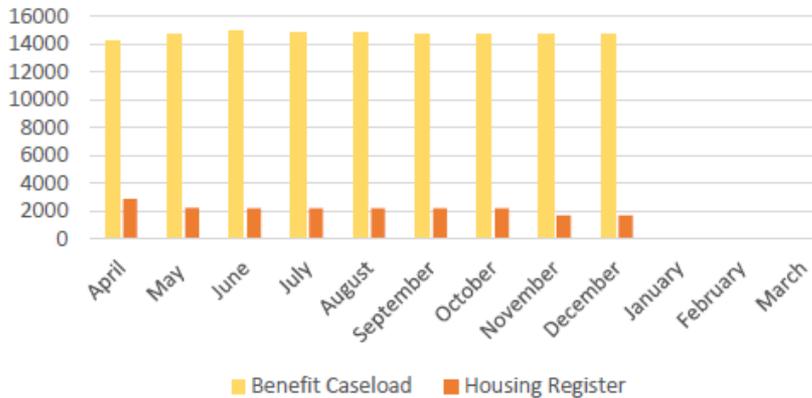
Housing

Successful Intervention to Prevent or Relieve Homelessness

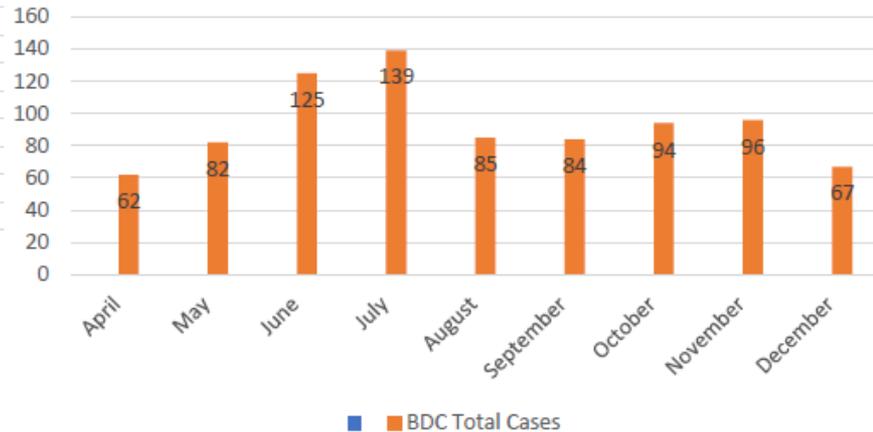
Target >80%



Customer Base



Total New Advice And Homeless Cases per month



Performance:

Benefits

- There has been an increase in new claims of 90% (BDC) for this financial year, however the Benefit team have managed to stay within in processing target on average over the year, due to the changes made to the Council Tax Reduction scheme this year, and a change to how the work is distributed.
- The benefit team are once again under quite a bit of pressure, the continuation and administration of new initiatives such as self isolation payments placing a further burden.

Housing

- Demand remains very high – expected to continue for sometime.

Best in class housing rollout – complete so far

- New IT system in place for April 2021
- 1 system = 1 team, help with caseloads and resilience
- Housing register review underway = only residents with genuine need will be on register, more support for the right people

Housing Standards

COVID Response:

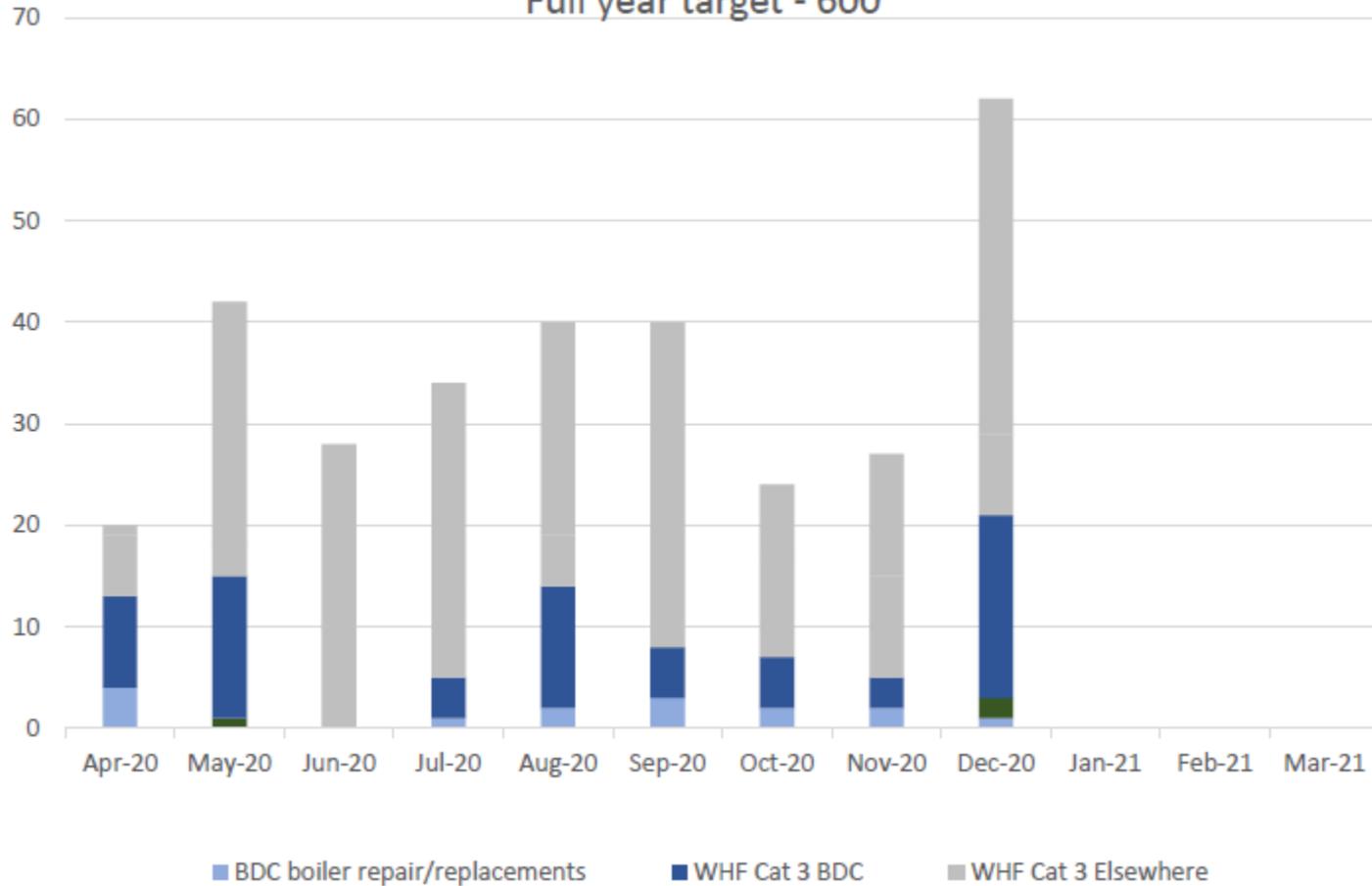
- The vast majority of housing standards work relates to older, clinically and extremely vulnerable residents, therefore any restrictions impact massively on the delivery of the service.
- All residents are required to complete a declaration prior to any visits or work being completed in their homes. This confirms they have not tested positive, do not have symptoms and have not been told to isolate.
- Remote/virtual appointments are carried out where possible, and face to face contact time is kept to a minimum.

Assisting Independent Living Full year target - 700



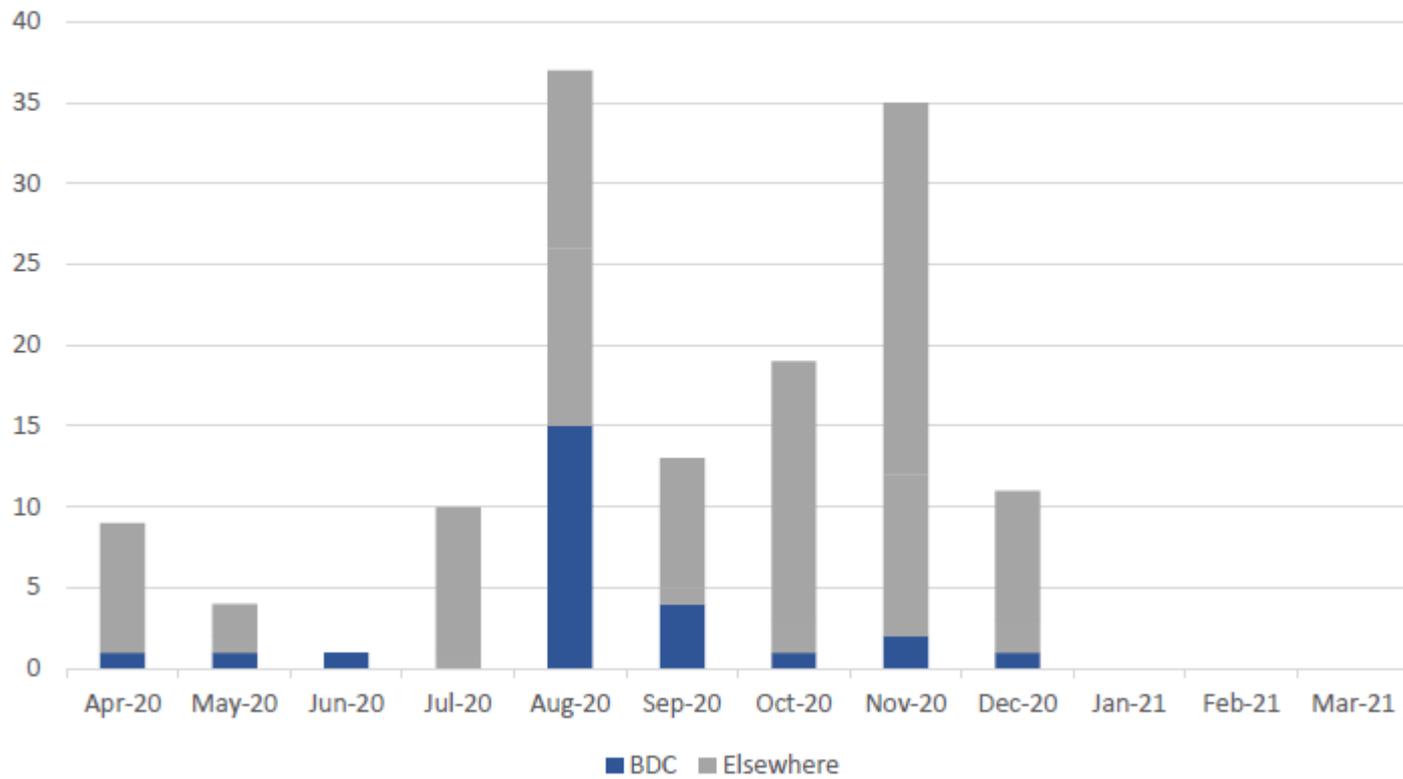
Supporting those at risk of fuel poverty

Full year target - 600



Warm Homes Fund - First time installs

Full year target - 100



New DFG interim approach

Scheme 1 **Fuel Poverty Grant**

Scheme 2 **DFG Contribution Grant**

Scheme 3 **Top Up Grant**

Scheme 4 **Get You Home Grant**

Scheme 5 **Serious Illness Grant**

Scheme 6 **Post-COVID Syndrome Grant**

Scheme 7 **Mental Health Grant**

Scheme 8 **Carer Support Facility**

Summary of potential areas to explore:
Does this resonate with members?

- Mental wellbeing
- Housing
- Employment
- Domestic abuse
- Community development
- Loneliness and isolation
- Hospital discharge and admission avoidance
- Home adaptation

Forward work plan

- Discretionary enforcement April 2021
- Re-design of integrated housing and adaptations May 2021
- Community Wellbeing offer June 2021
- Hospital discharge 2021/2 Q2
- Skills / employment 2021/2 Q1
- Housing and complex cases 2021/2 Q3
- Council tax assistance 2021/2 Q3
- Health and wellbeing strategy 2021/2 Q4