

## **SCRUTINY COMMITTEE**

**Minutes of a meeting of the Scrutiny Committee of South Norfolk District Council held on Thursday 9 June 2022 at 9.30am.**

**Committee Members Present:** Councillors: J Hornby (Chairman), B Bernard and T Spruce

**Apologies for Absence:** Councillors: Y Bendle, J Halls, T Holden, J Rowe, J Overton and J Worley

**Substitute:** Councillor: M Dewsbury (for Y Bendle)

**Portfolio Holder Present:** Councillor: A Thomas

**Officers in Attendance:** The Assistant Director of Individuals and Families (M Pursehouse), the Help Hub and Communities Senior Manager (K Gallagher), the Senior Governance Officer (E Goddard) and the Committee Officer (J Hammond)

**Also in Attendance:** Letasha Reeve – Children's Services

### **1302 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Y Bendle (with Cllr M Dewsbury substituting), Cllr J Halls, Cllr T Holden, Cllr J Rowe, Cllr J Overton and Cllr J Worley.

### **1303 DECLARATIONS OF INTEREST**

Cllr M Dewsbury declared an 'other' interest in respect of minute no' 1305 as the Norfolk County Council Cabinet Member for Communities and Partnerships.

### **1304 MINUTES**

The minutes of the meeting held on Thursday 10 February 2022, were confirmed as a correct record and signed by the Chairman.

### **1305 HELP HUB REVIEW**

The Help Hub Senior Manager presented the report which sought to update members on the remit and success of the Council's current Help Hub model, following a service review, and the future approach.

Members were advised that the Help Hub was a static service which provided prevention, advice and support services, which in turn empowered individuals and communities, and responded to crises. The Help Hub also evolved to provide the most appropriate support to residents with issues relating to:

- Covid 19
- The cost-of-living crisis
- Obesity and physical inactivity
- Loneliness and isolation
- Deprivation
- Poor mental health

With regard to partnership working within the Help Hub, the Help Hub Senior Manager explained that the Help Hub was a network of local resources that worked together to support individuals and families. Examples of partners involved in the Help Hub were:

- Primary Help Hub Services
  - Council led services
  - Community connectors
  - Help Hub support team
  - Financial Wellbeing team
  - Communities team
- Secondary Hub Partners
  - Statutory services
  - Primary care
  - Children's services
  - Police operational partnerships teams
  - Housing team
  - Norfolk and Suffolk NHS Foundation Trust (NSFT)
  - NHS
- Tertiary Hub Partners
  - Send and receive requests for support but not statutory or Council run services
  - Voluntary, Community and Social Enterprise partners
  - Housing Associations

- Domestic Abuse services
  - Other policing teams
- Quaternary Hub Partners
  - Community Champions
  - Ambassadors
  - Town and Parish Councils
  - Occasional referrals
  - Community leaders
  - Community groups
  - Councillors

Ms Reeve from Children's Services explained that, for residents, the benefit of the partnership working meant that they only had to seek help and share their story once to begin their journey of cross-service support.

Turning to the fiscal benefits of the Help Hub model, the Help Hub Senior Manager advised the Committee that with regard to exercise on prescription there was a Return On Investment (ROI) of £1.75 per £1 spent (after five years). For Social Prescribing there was a £573,531 fiscal benefit to the NHS and a ROI of £1.77 per £1 spent. The whole system was £7,300,117 Net Present Public Value, which equated to an ROI of £23.58 per £1 spent.

The Help Hub Senior Manager explained that approximately 79% of the Help Hub budget was funded externally and events such as the Community Awards and EAMA 10K were funded through sponsorships. She added that the team aimed to get local businesses to fully sponsor the core services of the Help Hub in the future.

Conversation turned to new approaches to target communication to residents in need and increasing the number of resources available on the Council's website to allow residents to 'self-serve'. A member raised concerns that moving to a 'self-serve' approach would disadvantage older residents and those without access to the internet or electronic devices. The Help Hub Senior Manager stressed that the self-service online resources were in addition to the main Help Hub model, as it had been identified that some people only required, or wanted, guidance that they can read through in their own time. She added that a Help Hub officer would always be available to provide support needed.

In response to a query on promoting the Help Hub, the Help Hub Senior Manager explained that the Help Hub was repetitively being promoted to ensure that the largest number of people possible were aware of it, she added that as the Help Hub has evolved, and as different events have affected people's lives, officers have attempted to focus targeted communications to different demographics. One member suggested that all Councillors highlight

the Help Hub at Town and Parish Council meetings to further promote the Help Hub within the community.

One member queried whether a person had to contact the Help Hub themselves or whether they could be referred by another individual. The Help Hub Senior Manager informed the Committee that a majority of Help Hub cases were due to social prescribing or self-referral, however anyone could refer someone to the Help Hub if they needed help.

It was highlighted that the Norfolk and Suffolk NHS Foundation Trust (NSFT) had been placed into special measures, members queried what support the Help Hub could provide to the NSFT as well as to residents to prevent a mental health crisis. The Help Hub Senior Manager explained that everything the Help Hub does to support residents actively helps to prevent a mental health crisis, she reminded members that one of the main goals of the Help Hub was to improve individuals physical and mental wellbeing. The discussion then turned to mental health nurses, and it was noted that these specialist nurses were providing employment support and assisting patients in completing debt forms etc, the Help Hub Senior Manager advised that this was support the Help Hub also provided and that they were working to put a system in place to allow mental health nurses to focus their support on patients undergoing a crisis. The Help Hub Senior Manager further explained that officers had met with both the NSFT and Adult social care to see what more the Help Hub could do to ease the burden on resources.

On behalf of the Committee, the Chairman thanked officers for their report and for the fantastic service the Help Hub provided to residents in the District. It was then,

## **RESOLVED**

To note the current position of the Help Hub and the future approach outlined in the report.

## **1306 SCRUTINY WORK PROGRAMME AND CABINET CORE AGENDA**

The Committee noted the Work Programme and Cabinet Core Agenda.

The Senior Governance Officer advised the Committee of a change to the Work Programme, she explained that the Norfolk County Community Safety Partnership Plan item was to be replaced with the Police Crime & Community Safety Plan which would be considered at the Scrutiny Committee meeting on 17 November 2022. She further explained that 22<sup>nd</sup> December 2022 meeting would only be held in the event of a call-in.

(The meeting concluded at 10.45am)

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Chairman