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Locality Working Vision

The Council and its partners working together combining its resources and capacity to address the biggest challenges and deliver locally against clear outcomes.

Principles

- Whole Sandwell approach – “Team Sandwell”
- Working with Partners including Health, Police and particularly the voluntary sector
- Managing strategically, delivering locally
- Services provided on a locality basis
- Focus on early help/prevention & managing demand
- Communities central to creating & providing solutions

Main Drivers

- Responding quickly to local problems
- Improving the customer experience
- Using early help/prevention to manage demand
- Bring health & social care together
- Co-ordinating & simplifying access
- More strategic approach to managing assets
- Services are driven by the needs & priorities of local people

The Model

- Adaptive
- Focused on all customers & communities
- Innovative
- Utilise technology
- Generic roles
- Multi-agency partnerships
- Preventative (demand management)

Sandwell Local Operating Group (SLOG)

- Merge existing Town Tasking & COG meetings
- Single, locality based meeting bringing together relevant agencies & groups

Purpose;

- Share knowledge & information about community needs, emerging developments & issues
- Work collaboratively to meet shared goals
- Be responsive to ward member priorities & community concerns
- Build social capital, innovate & coordinate activities
- Secure better outcomes for children, families & whole communities

SCLOG Membership

- Neighbourhood Manager
- Adults Manager
- COG Manager
- Police
- Fire Service
- Health Visitors & school nurses
- Proposed – Young children/new mothers health visitors

We will keep people healthier for longer

- Cando officers working from Sandwell Locals
- Utilising community assets to deliver health related clinics & initiatives
- Signposting to lifestyle services
- 6 week holiday play initiative
- Supporting the take up of lifestyle services
- Winter Warm Packs for over 60s

We will help keep people safe and support communities

- Community partnerships such as transferring community centres into community control
- Supporting the fire service to deliver fire safety checks in homes
- Providing advice & support to families experiencing fuel poverty

We will work together to join up services

- Improving the financial wellbeing of residents
- Sandwell locals referring to Community Offer Partners
- Safeguarding Project – See Something Do Something

We will work closely with local people, partners and providers of services

- Community Activity Networks delivered from localities
- Reducing social isolation via providing local recreational activities
- Local welfare rights provision – supporting people to claim additional benefits
- Engaging children in recreational activities
- Dementia project in libraries

Case Study 1

- Neighbourhood Repair Officer undertook routine repairs visit
- Found tenant was a vulnerable lady suffering from mental health problems
- Feeling isolated
- Agencies not aware of situation
- Working together from Sandwell Local (Wednesbury) - relocated tenant to new property in Russell House
- New property meets more of the tenants needs
- Now attends social groups & events run by Wednesbury Celebrate at the nearby Town Hall
- Outcome – tenant provided with more support & improved her social situation

Case Study 2

- Young tenant in rent arrears due to bedroom tax & Housing Benefit issues & property in poor condition. Struggling to engage with tenant for any form of contact
- Referrals made to floating support and CAB
- Tenant had a baby and a referral was made to children services
- Meetings held with all involved partner agencies including floating support, social worker, health visitor & sure start family support worker & actions agreed for way forward
- Worked with tenant to improve property condition, ensure housing benefit was backdated & work on budgeting to improve financial stability
- Outcome - Tenant fully engaged with all partners and is managing well as a new mother. Case closed with children services as all partner were successfully working together and Mom was engaging.
- Previously would have took enforcement route for the property conditions and rent instead of looking at the bigger picture

Case Study 3

- 85 year old man living on his own
- Complaints received about his nuisance behaviour negatively impacting on community
- Neighbourhood officer attended joint visit with local Police
- Apparent gentleman was vulnerable – not able to look after himself, no food in cupboards
- Referral to Adult social care who worked with man & family to tidy property, get appropriate health support & get local welfare provision for white goods
- Continues to receive support from Adult Social Care
- Outcome – no further complaints of nuisance behaviour, tenant receives daily support

Going Forward

- Continue to use assets in local community for range of services & initiatives focused on health priorities
- Using local health intelligence to identify local initiatives & solutions
- Further aligning health & social care into locality working
- Public Health linking into channel shift to increase take up of lifestyle services further
- Develop links with Trading Standards to crack down on illicit tobacco & alcohol sales within local communities
- Development of a seasonal tracker – identifying trends of ill health & conditions and formulate joint responses