



Prevention Partnership Board

AGENDA

Date: Wednesday 21 November 2012

Time: 10.00 am

Venue: Large Dining Room, Judges Lodgings, Aylesbury

No	Item	Timing	Page
1	Welcome and Apologies for Absence		
2	Minutes Of the meeting held on 12 th September to be confirmed as a correct record.		1 - 10
3	Feedback from the Bucks and Oxon Rough Sleeping/Homelessness project Steve Goldensmith and Mike Veryard <i>Links to Priority Outcome 4, Objective 4 – Housing and Support</i> <i>Rough sleeping and single homelessness in Buckinghamshire is at a minimal level</i>		
4	Update on Welfare Benefits Changes <ul style="list-style-type: none"> • Dominic Games will discuss the recent benefits changes with particular reference to the Housing sector and also how the changes outlined by Elaine Norris at the last meeting are likely to impact on clients. • Social Fund Changes 2013 – Steve 		11 - 14

	<p>Goldensmith will update the group on changes to the Social Fund Arrangements from April 2013</p> <p><i>Links to Priority Outcome 1, Objective 1 - Helping people to speak up and be active citizens</i></p> <p><i>That people in receipt of benefits are supported and assisted where needed through the changes that are taking place within Benefits System.</i></p>		
5	<p>Supporting People Update Steve Goldensmith</p> <p><i>Links to Outcome 4, Objective 5 – Housing and Support</i> <i>Housing Support services are efficiently and effectively provided in Buckinghamshire.</i></p>		
6	<p>Service User and Carer Organisation Debi Game</p>		15 - 16
7	<p>Prevention Matters Update Steve Goldensmith</p> <p><i>Links to Priority Outcome 3 & 5 - Day & Employment Opportunities: Improving Health</i> <i>Vulnerable people of all ages in Buckinghamshire are not left in social isolation and remain independent from institutional support by maximising community and self help activities.</i></p>		17 - 26
8	<p>Bucks Home Choice Mike Veryard</p> <p><i>Links to Priority Outcome 4 – Housing & Support, Objectives 1, 2 &3</i></p> <p><i>Under 35s are able to access provision of suitable accommodation in Bucks.</i> <i>Housing provision/models continue to meet the needs and aspirations of Older People in Buckinghamshire.</i> <i>Suitable move on accommodation is available for those who are planning to move out of supported accommodation schemes.</i></p>		

<p>9</p>	<p>Date of Next and Future Meetings All meetings commence at 10am</p> <p>Tuesday 29 January 2013 in Mezzanine Room 3, County Hall</p> <p>Tuesday 26 March 2013 in Large Dining Room, Judges Lodgings, County Hall</p> <p>Wednesday 29 May 2013 in Room 84/85, Old County Offices</p> <p>Tuesday 23rd July 2013 in Mezzanine Room 3, County Hall</p> <p>Wednesday 23rd October 2013 in Mezzanine Room 3, County Hall</p> <p>Tuesday 10th December 2013 in Mezzanine Room 3, County Hall</p>		
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If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

*For further information please contact: Kelly Sutherland on 01296 383602
Fax No 01296 382421, email: ksutherland@bucksc.gov.uk*

Members

Iwona Andrews, Bucks County Council
Stephen Archibald, Carers Bucks
Linda Barnes, The Alzheimer's Society
Sheila Bees, Wycombe District Council
Josie Bishton, Bromford Support
Rob Blaikie, Wycombe District Council
Helen Bonner, Anchor Housing Trust
Roy Brooks, Aylesbury Vale District Council
Peter Bruford, Riverside
Liz Bubbear, ConnectionFS
Luisa Fletcher, Bromford Support
Dallas Frost, Homegroup
Dominic Games, Paradigm Housing
Steve Goldensmith, BCC
Anna Gordon, Aylesbury Vale District Council
Chris Gregory, Bucks & Milton Keynes Sports Partnership
Martyn Hale, Red Kite Housing
Martin Holt, Chiltern District Council
Margaret Howard, South Bucks District Council
Tracey Ironmonger, NHS Buckinghamshire
Elaine Jewell, Wycombe District Council
Giulia Johnson, Age Concern
Rob Michael-Phillips, Buckinghamshire Mind
Stephanie Moffat, Aylesbury Vale District Council
Sally Morris, Thames Valley Probation
Jane O'Grady, NHS Buckinghamshire
Helen Page, Wycombe District Council
Kath Palmer, Accommodation Worker, Bucks County Council
Tony Peak, South Bucks District Council
James Sainsbury, Safer Bucks Commissioning Manager, BCC
Jane Taptiklis, NHS Buckinghamshire
Mark Thompson, ConnectionFS
Steve Tredwell, Vale of Aylesbury Housing
Mike Veryard, Chiltern District Council
Susie Yapp



Prevention Partnership Board

Minutes

Wednesday 12 September 2012

Members in attendance:	
Peter Bruford	Riverside
Dominic Games	Paradigm Housing
Steve Goldensmith	BCC
Chris Gregory	Bucks & Milton Keynes Sports Partnership
Stephanie Moffat	Aylesbury Vale District Council
Sally Morris	Thames Valley Probation
Tony Peak	South Bucks District Council
Lee Scrafton	BCC
Mark Thompson	ConnectionFS
Mike Veryard	Chiltern District Council

No	Item
1	<p>Welcome and Apologies</p> <p>Steve Goldensmith welcomed everyone to the meeting. Apologies were received from Stephen Archibald, Josie Bishton, Liz Bubbear, Anna Gordon, Martyn Hale, Giulia Johnson, James Sainsbury and Susie Yapp.</p>
2	<p>Minutes</p> <p>The minutes of the meeting held on 25th July 2012 were agreed as a</p>

correct record. The Board was advised that the new structure chart was due to be approved shortly and would then be circulated. Steve Goldensmith reported that he had spoken with Lynn Trigwell regarding a mapping exercise of the various initiatives across the County and he would try and take that forward. Stephanie Moffatt of AVDC expressed concerns about duplication of effort and wondered if the Bucks Strategic Partnership (now called Bucks Network) had already carried out a similar mapping exercise. Steve Goldensmith agreed to check this.

Action: Steve Goldensmith

3 Priorities Update

Steve Goldensmith explained that he wanted the Board to be tightly focussed, undertaking pieces of work as well as monitoring the work of other groups in order to influence their outcomes too. Steve Goldensmith distributed the Priority and Actions template and the Board considered and discussed the Objectives – the following main points were noted:

- Outcome 1, Objective 1 was concerned with supporting and assisting clients with changes in the Benefit System. It was noted that Bucks Network had established a Task and Finish group to look into the welfare benefits changes. Steve Goldensmith and Dominic Games would be attending a meeting of this group the following day and would provide feedback to the Board at the November meeting.
- It was acknowledged that it was important for frontline staff to recognise the potential impact on clients and provide them with appropriate support. Luisa Fletcher from Bromford Support advised that they wanted to put a simple toolkit together for staff. They have compiled a simple flow chart for staff to show where clients can access more information and advice. Other members felt that it might be useful to prioritise the development of a generic toolkit which could then be shared by partner organisations.
- The longer term impact of the benefits changes also needed to be assessed. Concerns were raised about capacity in support organisations such as Probation, Citizens Advice Bureau and Bucks Floating Support. An increase in Homelessness was anticipated and Sally Morris from Probation indicated that two people had told her recently that they thought they would end up back in prison due to the lack of private accommodation.
- Outcome 3 and 5, Objective 1 was concerned with tackling social isolation and Steve Goldensmith advised members that a lot of the Prevention Matters agenda would contribute to this.
- Outcome 4 centred around Housing and Support. Objective 4

was concerned with keeping rough sleeping and single homelessness in Buckinghamshire at a minimal level. Mike Veryard of CDC reported that the Rough Sleeping project, which was across Bucks and Oxfordshire, with WDC as the lead authority, could contribute to this priority so it would be useful for the Board to gain feedback from their work. They have now appointed a Project Manager and should be agreeing their action plan by the end of September.

In summing up Steve Goldensmith asked all members of the Board to advise him of any comments or changes on the Priority and Actions template via email. He also suggested that the Board would need to prioritise the priorities and proposed that Welfare Benefits should be looked at immediately, followed by Supporting People and then Social Isolation/Prevention Matters.

Action: All Board members

4 Welfare Benefits Reform

Steve Goldensmith welcomed Elaine Norris, Partner Development Manager, Department for Work and Pensions to the meeting. Elaine Norris gave members a PowerPoint presentation on changes to Welfare Benefits. In response to members' questions and during the subsequent discussions, the following points were noted:

- The main principle driving the welfare reforms is that work should pay and all those who are capable should be working. The key changes are that Personal Independence Payments (PIP) will replace Disability Living Allowance and Universal Credit will simplify a complex system of benefits which currently includes Income related JSA, Income related ESA, Income Support, Working Tax Credits, Child Tax Credits and Housing Benefit.
- Elaine Norris was asked what constitutes working age – she explained that for DWP purposes it was 16-64.
- A member commented that people who currently receive DLA, who are reassessed and are not eligible for PIP, could be hit threefold as they could also lose support with Council Tax and might be caught out with under-occupancy rules.
- Elaine Norris explained that face to face assessments would be carried out and DWP had contracted this service out. Board members expressed concerns about capacity to process people quickly. Elaine Norris was asked how many DLA claimants there are in Bucks. It was agreed that Steve Goldensmith would find out this figure and report back to members.

Action: Steve Goldensmith

- A housing provider expressed concerns that if people were to lose all their benefits, would landlords have no choice but to evict

them.

- With regards to Universal Credit, the two major changes are that people would be encouraged to apply online and payments will be made on a monthly basis. Job Centres will have PCs available for people who do not have a computer at home. Concerns were expressed for clients with limited literacy or PC skills but Elaine Norris advised that support would be available in job centres.
- Monthly payments could be difficult for vulnerable people to manage and people with drug, alcohol or gambling problems might not want to receive a monthly payment. Elaine Norris explained that alternative payment schedules could be looked at in exceptional circumstances, but it was felt that the exception threshold was set very high. Luisa Fletcher reported that Bromford FS had been involved with a pilot in Shropshire and in July only 50% of claimants made their rent payments. In addition, Sally Morris of TVP Probation advised that often people coming out of prison have no identification, which makes it hard for them to open a bank account.
- It was noted that the local Social Fund Reform Budget had been delegated to the County Council. Steve Goldensmith agreed to investigate how the money is to be administered and who will be responsible for this.

Action: Steve Goldensmith

- It was agreed that Elaine Norris would send in her presentation and useful links to be circulated to Board members.

Action: Elaine Norris

Elaine advised that people should check the DWP website which was kept updated. It was noted that support workers might want to view claim forms in advance in order to help them to support clients in completing them.

5 Prevention Matters

Steve Goldensmith gave a presentation on Prevention Matters, a new joint public health initiative being delivered by BCC and the Primary Care Trust, aimed at helping vulnerable clients remain independent in their own home. Currently Adults and Family Wellbeing only provide care for those who have 'high or very high needs'. This project would target those with 'medium needs' and research undertaken with In Touch and Planning for Care has suggested there is a target group of 7,000 older people.

There are 5 principles underlying Prevention Matters – 1) Connecting people 2) Bridging 3) Intelligence 4) Maximising existing

resources 5) Motivating and Enabling. Bridging refers to building bridges between organisations and communities, particularly those who tend to be very self-supporting, for example, travellers, which can mean they are sometimes isolated from services.

There are four key components to the project. Community Link Officers and Community Prevention Workers will be recruited to work in the community. An Intelligence Hub and a Volunteer Hub will be established - the Intelligence Hub will aim to identify what works effectively to help to address needs on a strategic basis across the county. The Volunteer Hub will help with marketing, resources needed to set up a new service and training for volunteers.

It was envisaged that a GP may be the initial referrer. The Community Prevention Worker (CPW) would then conduct a mini assessment with the client and then help and support this person in accessing appropriate services. The Community Link Officer (CLO) will be tasked with building capacity in a specific geographical area, by networking and assisting with marketing and recruitment. There will be 7 CLOs – 3 in Aylesbury Vale, 2 in Wycombe, 1 in South Bucks and 1 in Chiltern and there will be 14 CPWs, whose area will correspond with Clinical Commissioning Groups (CCGs) – there are 2 CCGs, broken down into 7 areas in each one.

Prevention Matters is a £4.1m project to run over 3 years. This is one off funding from the Department of Health, so it is vital to monitor and evidence the results of the project. Steve Goldensmith envisaged that the Prevention Partnership Board could act as a critical friend to the Prevention Matters Project Board in future.

Members thanked Steve Goldensmith for his presentation. They were pleased to hear about this new project and looked forward to getting more detail at future meetings.

6 Date of next meeting

Members noted that the next meeting date had been rearranged to Wednesday 21st November.

The following agenda items were suggested:

- Community Prevention Workers – More information on this role e.g. job description and how they might work with other agencies.
- Feedback from the Rough Sleeping/Homelessness project for Bucks/Oxon

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| | <ul style="list-style-type: none">• Supporting People Update• Update on the Social Fund arrangements from April 2013• Update on Housing Benefit and Council Tax Changes – <i>Mike Veryard and Stephanie Moffatt were asked to liaise and suggest someone who could present on this issue.</i>• Service User and Carer Organisation (SUCO) to discuss recruiting Service Users on to the Board |
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Chairman

Prevention Partnership Priority & Actions September 2012
Vs 1.0

Priority	Action	Lead Agency
Outcome 1: Helping people to speak up and be active citizens		
<p><u>Objective 1</u> That people in receipt of benefits are supported and assisted where needed through the changes that are taking place within Benefit System.</p>	<ol style="list-style-type: none"> 1. Develop understanding of the changes that are taking place 2. Identify likely implications for benefit recipients 3. Evaluate activities taking place to enable benefit recipients to receive/ understand impact of changes 4. Evaluate & recommend level of training frontline staff have received across all support agencies. 5. Identify & support capacity of services to manage the impacts of Benefit change 6. Monitor impact of Benefit Changes on service users within Prevention Partnership 7. Take opportunities and make recommendations for improvements in benefit support 	
<p><u>Objective 2</u> Easy access to practical, useful, up to date information & advice is readily available across Buckinghamshire for vulnerable people</p>	<ol style="list-style-type: none"> 1. Understand current strategy for Information & Advice provision for vulnerable people across Buckinghamshire. 2. Evaluate provision as relates to Prevention Partnership Board 3. Take opportunities and make recommendations for the improvement of access to appropriate info & advice. 	
<p><u>Objective 3</u> Vulnerable people actively participate in volunteering and / or benefit from a sufficient number of active, well trained, supported and valued volunteers.</p>	<ol style="list-style-type: none"> 1. Understand the issues facing volunteering activity in Buckinghamshire as it relates to vulnerable People 2. Evaluate current activities that support volunteering 3. Take opportunities and make recommendations to improve volunteering 	

Prevention Partnership Priority & Actions September 2012
Vs 1.0

Priority	Action	Lead Agency
Outcome 2: Supporting Carers		
None Identified		
Outcome 3 & 5: Day & Employment Opportunities : Improving health		
<u>Objective 1</u> Vulnerable people of all ages in Buckinghamshire are not left in social isolation and remain independent from institutional support by maximising community and self help activities	<ol style="list-style-type: none"> 1. Evaluate what is happening Buckinghamshire to prevent social isolation & improve independence 2. Take opportunities and make recommendations for reducing Social Isolation & maximising independence of Vulnerable People in Buckinghamshire 3. Monitor & Evaluate Prevention Matters Program proving feedback and direction to program. 	
Outcome 4: Housing & Support		
<u>Objective 1</u> Under 35s are able to access the provision of suitable accommodation in Buckinghamshire.	<ol style="list-style-type: none"> 1. Identify/quantify issues of difficulty : level of availability of housing for the under 35s 2. Evaluate activities currently undertaken to facilitate / improve access 3. Take opportunities & make recommendation to improve/ maintain access 	
<u>Objective 2</u> Housing provision / models continue to meet the needs and aspirations of Older People in Buckinghamshire	<ol style="list-style-type: none"> 1. Evaluate the current models / provisions available in line with the future needs & aspiration's of Older People 2. Understand what housing providers & key partners are doing to ensure housing remains fit for purpose and future proof 3. Take opportunities and make recommendations for positive change in housing provision for Older People 	
<u>Objective 3</u> Suitable move on accommodation is available for those who are planning to move out of supported accommodation schemes	<ol style="list-style-type: none"> 1. Identify level of need & current supply/ shortfall of accommodation required for those planning to move out of supported accommodation. 2. Identify barriers facing those "moving on" 3. Understand activities taking place to assist overcoming these barriers 4. Take opportunities and make recommendations to improve access and supply of "Move On accommodation. 	

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Prevention Partnership Priority & Actions September 2012
Vs 1.0

Priority	Action	Lead Agency
Outcome 4: Housing & Support Continued		
<u>Objective 4</u> Rough sleeping and single homelessness in Buckinghamshire is at minimal level	<ol style="list-style-type: none"> 1. Evaluate the extent of problem within Buckinghamshire 2. Understand what activities are taking place to minimise rough sleeping/homelessness in Buckinghamshire. 3. Take opportunities and make recommendations for positive change in preventing Homelessness in Buckinghamshire 	
<u>Objective 5</u> Housing Support services are efficiently & effectively provided in Buckinghamshire	<ol style="list-style-type: none"> 1. Evaluate & assist the strategic review of Supporting People Services 2. Take opportunities and make recommendations for provision of Housing Support Services in Buckinghamshire. 3. Play a 'critical friend' role in the re-commissioning process. 	
Outcome 6: Personalisation		
None Identified		

The Welfare Reform Rules

The Bedroom Tax – starts April 2013

Customers will only be able to claim Housing Benefit for the number of bedrooms that the Department for Work & Pensions says that they need for their household.

What are the rules?

- Children of both sexes under 10 would be expected to share a bedroom
- Children of the same sex under 16 would be expected to share a bedroom
- Each adult or couple would have their own bedroom
- No extra rooms will be allowed for when someone visits – this includes where a child comes to stay with a parent that they do not normally live with. Only one parent can have the room allowance for the child, even where they share access to the child.
- No extra rooms will be allowed for medical reasons, for example where a couple need separate rooms because of them is ill or recovering from an operation.

If customers have 1 or more bedrooms than they need their Housing Benefit entitlement will be reduced by 14% for one room and by 25% for 2 or more extra bedrooms.

The Benefit Cap – starts April 2013

How will it be calculated?

The cap will be set at the average net earnings for a working household,

- £500 per week (£26k per annum) for lone parents and couples with or without children,
- £350 per week (£18,200 per annum) for single people without children.

The benefits included in the cap are:

- Jobseekers Allowance, Employment Support Allowance, Housing Benefit, Child Benefit, Child Tax Credit, Carers Allowance, Council Tax Benefit, Widowed Parents Allowance

The cap will not include the following benefits:

- Working tax credits, Disability Living Allowance/PIP, War widows/widowers benefits

Universal Credit- starts October 2013 for NEW claims

The benefit payments it replaces are

- Housing Benefit, Income Support, Income-Based Jobseekers Allowance, Income-Related Employment and Support Allowance, Child Tax Credit, Working Tax Credit

Over a **four year period existing claimants** will start to be moved across to this new type of payment.

Important changes:

- Housing benefit part of the Universal Credit,
- Paid into customers bank account (they will need one!)
- Monthly in arrears
- Their claims will be online
- Bromford will no longer get housing benefit paid directly to them customers will be expected to pay their own rent to us

The following **benefits** are **excluded** from the Universal Credit

- Disability Living Allowance, Child Benefit, Contribution Based Jobseekers Allowance, Contributory Employment and Support Allowance, Statutory Sick Pay, Industrial Injuries Disablement Benefit, Council Tax Benefit, Bereavement Benefits, Carers Allowance, Statutory Maternity Pay and Maternity Allowance

Customer Options Support Tools

To listen to the information again visit our website and watch our video on Welfare Reform <http://www.bromfordgroup.co.uk>

Bedroom Tax

Check your bedroom entitlement

<http://www.hbnotes.co.uk/housingtools/bedroomtaxcalculator.aspx?key=98cf335581f24b0b8746e813f8e0f1e5>

Move to a smaller home you will need to:

- **Register with a Choice Based Lettings**
<http://www.bromfordgroup.co.uk/>
- **Register to exchange home** with another customer
www.HomeSwapper.co.uk
- **Contact us** we can advise about finding a smaller home
customerservices@bromford.co.uk

Go to work <http://www.bromfordgroup.co.uk> and register with Connect

Benefit Cap and Universal Credit

To calculate the benefit cap based on individual circumstances

www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/BeginingerGuideToBenefits/DG_201734

Find out more about benefit entitlement - get help and support

Benefits advisor service:

www.direct.gov.uk/en/Diol1/DoItOnline/DoItOnlineByCategory/DG_172666

Other support sites:

www.turn2us.org.uk

Error! Hyperlink reference not valid.

<http://www.citizensadvice.org.uk/>

<http://www.nationaldebtline.co.uk/>

For help setting up a bank account

www.moneyadviceservice.org.uk/assets/downloads/pdfs/your_money/a5_guide_s/basic_bank_accounts.pdf

Prefer to speak to someone?

Job Centre Plus on 0800 055 6688

Government information line 0845 605 7064

Home Income Team on **0330 1234 034**

How can you get involved?

You might like to become a member of one of five Bucks County Council Partnership Boards;

- Physical and Sensory Disability
- Mental Health
- Learning Disability
- Older People
- Carers

Join our Board at SUCO.

Become a member of one of our special interest groups.

Or if you only have a limited amount of time you could contribute to one off consultation exercises.



We would support you by:

Paying agreed expenses.

Providing practical help and support.

Providing opportunities to develop skills to support your involvement.

Next Steps:

You can visit our website, where you will find an interest form to fill in: www.suco.org.uk

Or you could email us at: info@suco.org.uk

Better still you might like to call us on: 0300 777 2711.

Then we could arrange for an interest form to go in the post and tell you a little more about ourselves, it is so difficult to tell you everything in a leaflet.

If you would like this leaflet in an alternative format or larger print please call us.



Service User and Carer Representation

Get Involved and Make a Difference

Promoting Service User and Carer Engagement in Buckinghamshire

Who are we?

The Bucks Service User and Carer Organisation (SUCO) is a newly formed organisation, created and led by service users and carers in response to:

Government's expectation for local councils to actively include service users and carers when designing, implementing and monitoring Adult Social Care Services.

Bucks County Council asking SUCO to find service users and carers who would like to be involved and to support their involvement.

SUCO evolved from the work of the Self Directed Support (SDS) Service User and Carer Reference Group, who provided a service user and carer voice to Bucks County Council during the design, implementation and overview of the county's Self Directed Support Programme

What do we do?

We work in close partnership with Bucks County Council to assist with developing and shaping the recent changes within Adult Social Care

We find service users and carers to represent the views of their community on Bucks County Council Boards and Groups.

We offer views on policies relating to Adult Social Care Services.

We keep service users and carers informed about changes that may affect them.

We provide a link to other related organisations locally, regionally and nationally.



Who we are looking for?

People who can speak up on behalf of others and feel comfortable representing their interests.

People who are happy to attend meetings, consultations and sometimes tender panels and other engagement activities.

People who will share information and report back on the events that they attend.

Those with a special interest in: Physical and Sensory Disability, Mental Health, Learning Disability, Older People and Carers.



Prevention Matters Development Programme



COMMUNITY PRACTICE WORKER

Introduction

Prevention Matters service model that has been designed in conjunction with over 100 key stakeholders. Further information including a short video explaining the service model, can be found on the knowing Bucks website -

http://www.buckinghamshirepartnership.gov.uk/partnership/BSP/partners/partners_data.page

The programme provides an opportunity to fundamentally change the way we deliver social care services in the future and provides a local solution to managing future demand on increasingly stretched and expensive social care and health services.

Target Cohort

The target cohort for the Prevention Matters programme are individuals that fall somewhere between the 'eligible' and 'ineligible' threshold for Adult Social Care services - adults who may be experiencing difficulty in maintaining their independence and who, as a result, are expected to need more intensive health or social care support in the near future. For example, someone who has recently lost their spouse or due to age related frailty is becoming increasingly isolated or someone who has just had a stroke and as a result can no longer access previous social networks and activities. In addition, it is also recognized that people who have been in hospital and received a short period of reablement to help them regain their health and independence, may also require support to enable them to maintain that improvement. Based on Planning4Care data, it is expected that around 7,000 people will be within our target cohort, with the majority being over 65.

The role of Community Practice Worker

One of the main components of the programme is the introduction of 14 Community Practice Workers aligned to GP localities across the county. Referrals will be via GPs/primary care teams and other statutory service providers.

Community Practice Workers (CPWs) motivate and enable individuals to remain independent for longer and connect people with services, networks and volunteering opportunities. Whilst these functions are already fulfilled by a range of professionals and volunteers working within the health sector, housing, social care and community development, the CPW role introduces a single point of access and a resource that can provide a hand holding and review function.

To extend the reach and scope of their activities to as many users as possible, CPWs will spend much of their time liaising with professionals – primary care teams, housing officers and other professionals who will have regular contact with members of the target cohort. This is important for two reasons: firstly, to ensure that these professionals actively identify and refer users to CPWs for support; secondly, to provide these professionals with tools and awareness of what is available, so that they can make referrals to community support themselves, rather than always relying on CPWs to do so.

Role

- Signposting individuals to services and networks
- Providing / referring to training and know-how to maintain independence
- Liaising with Community Links Officer (another new role that is being introduced through the prevention programme that will focus on building community capacity) to identify support available locally
- Spreading the prevention agenda by providing tools and awareness of holistic needs assessment to frontline workers

Activities and responsibilities

- Regularly meeting with primary care teams, social workers and other referral agents to exchange knowledge about individuals and encourage referrals
- Supporting users by signposting and connecting them to relevant services, resources & networks (including some hand-holding and form-filling)
- Assisting, training and motivating users in prevention-related activities
- Targeting individuals at greatest risk
- Tracking and documenting visits and activities by users
- Identifying gaps in community services and support and feeding to CLO

Current Position

The first phase of CPW recruitment has been completed and 2 workers employed by local VCS organisations will begin the implementation of the service in Aylesbury Central and Amersham/Chesham GP localities. This will enable us to refine the referral and assessment processes and establish effective monitoring procedures within each of the GP practices. Each CPW will be aligned to 4-5 surgeries within their locality.

Surgeries will be required to support the development of the service in the following ways:

- help develop appropriate referral system within the practice
- help identify ways in which required monitoring information can be captured
- facilitating opportunities for CPW to attend relevant meetings within the surgery/locality
- providing opportunities for CPW to run sessions within the surgery if appropriate
- identifying information needs for practice/locality re CPW service
- help refine the future service model - feedback on progress as required
- highlighting any issues/concerns re CPW role

The second phase of recruitment to appoint a further 12 workers will begin shortly to enable full countywide service roll-out as soon as possible. This phase will also be delivered through VCS partners

Evaluating Outcomes

The collation and reporting of all outcome monitoring will be managed through a centralised 'Intelligence Hub' which is being designed as an integral part of the programme.

It is vital that we are able to demonstrate both the financial and social impact of the new prevention services and the framework has looked at the methodology to achieve this. This will include data gathering from GP surgeries, social care and the community. The intelligence Hub will also provide a centralised information database (Bucks Connect) and reporting systems to collate the monitoring data

Programme Governance

A number of working groups are undertaking time limited pieces of work. A Service Delivery Group is responsible for overseeing the full implementation of the programme and reporting

any issues and concerns to the Programme Board via the Project Manager. At present this consists of the 2 VCS organisations delivering the CPW service but will include other providers once appointed so that all elements of the programme are represented. Whilst the Programme Board has overall accountability for the successful delivery of the programme, the Health & Wellbeing Board will retain oversight of the programme as a whole. It is also recognised that there are a number of other Boards & forums that the programme needs to update to ensure cross fertilisation with other prevention initiatives such as Families First, Carers breaks & Community Wellbeing Task Group. Further work is being done to detail the links, reporting requirements and the anticipated benefits that the more coordinated approach will realise.

The Programme Board held its inaugural meeting on 30 October. Membership of the Board is currently

Trevor Boyd	Strategic Director, Adults & Family Wellbeing
Rachael Rothero	Service Director, Commissioning & Service Improvement
Steve Goldensmith	Lead Commissioner Housing Support & Prevention
Jane McVea	representing both Clinical Commissioning Groups
Victoria Sprules	Public Health Programme Manager
Phil Dart	Service Director, Localities & Safer Communities
Marcia Smith	Service Manager Performance
Paul Nanji	representing Chiltern & South Bucks District Councils
Stephanie Moffat	Aylesbury Vale DC
Giulia Johnson	Chief Executive, Age UK
Diane Rutter	Community Impact Bucks
Aviv Katz	Innovation Unit

Representation is being sought from GPs, Carers Bucks and subject to further discussions, potential future funders and/or programme evaluators.

For further information:

Diana Fentiman
Programme Manager Prevention Matters
01296 387178
dfentiman@bucksc.gov.uk

Job Family	Customer and Community Engagement
Pay Range	7O - Officer
Reference	CCE070
Purpose	
To develop and deliver services that enable stakeholders and customers to engage with and make informed use of the service(s) and/or facility(ies) and /or where appropriate, to instigate behavioural change in our customers and stakeholders.	
Service to Customers	
<i>Accountability</i>	<i>End Result</i>
Deliver a specialist service, which engages customers /stakeholders and enables them to make effective use of the service. Develop the service, using customer / stakeholder consultations to inform requirements.	The service is delivered to the quality, organisational and professional standards required.
	Customer / stakeholder views are available to inform service development.
	Customer / stakeholder expectations are managed in relation to what can be delivered.
Research, manage and evaluate information /feedback. Identify and interpret issues, trends and problems which may impact on the service area. Develop and submit reports and recommendations on key issues.	The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
	Information is effectively researched and trends relevant to service area are identified.
	External developments are evaluated and applied to the service as appropriate.
	Accurate, complete and relevant information / records are provided for internal and/or external use.
Provide expert advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Reports / recommendations are produced, presented and effectively shared / discussed with colleagues, customers and stakeholders
	Conclusions and recommendations are factually based and enable senior management decisions to be made.
	Expert advice, information and support are provided on the full range of issues within the field of expertise.
	Queries / complaints are effectively managed.
	Procedures are adhered to and all required records are kept.
Assess and mitigate any risks associated with service operations. Ensure stakeholders are aware of and comply with relevant regulations and codes or practice.	Appropriate action is taken to resolve the issue.
	Customers /stakeholders are satisfied.
	Risks are identified and minimised
	Health and Safety and other compliances are assured.
	Security of information / assets is maintained.
	Stakeholders understand their obligations.
Identify the requirements for communication / promotional / engagement events and activities to support the area of responsibility. Ensure agreed proposals are planned, designed and commissioned /implemented.	Business continuity plans are informed.
	Risk management assessments take place as required.
	Requirements are effectively identified.
	Communication / promotional / engagement events and activities are planned and budgeted.
	Initiatives achieve desired results.

Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales.
	Communications are clear, well planned and effectively targeted.
<i>Job Specific Options</i>	
Maintain information systems which support the service area. Support the development of these systems.	Changes to systems are identified, recommended and implemented.
	Systems meet service requirements.
Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility.	Work complies with all safeguarding policies and procedures that apply to the role.
	Behaviours and actions support the safeguarding of children, young people or vulnerable adults as appropriate.
Business Improvement	
Identify additional stakeholder / service requirements or service shortfalls and recommend solutions. Co-ordinate initiatives to improve customer / community focus, business processes and performance. Contribute to policy, service and strategy development and delivery.	Improvement opportunities and plans to achieve them are identified and recommended.
	Agreed improvements are developed, delivered and evaluated.
	Stakeholder requirements are met.
Manage projects within specialist field, or contribute to larger programmes.	Projects are delivered to agreed specification, timescales and budgets.
	All project documentation and reports are completed correctly.
Colleagues, Self and Partners	
Proactively develop professional knowledge, skills and behaviours.	Participate in the Delivering Successful Performance process.
	Maintain an evidence log for achievement against objectives, behaviours and learning activities.
	Take responsibility for identifying and pursuing own development needs.
Support others in their development.	Identify changes which may impact the service / profession and assess what learning and development will be required to stay current.
	Contribute to the development of others (e.g. through sharing knowledge, skills and experience, acting as a coach or mentor, or providing feedback).
Ensure training activities which support knowledge sharing both internally and externally, where appropriate, are planned / commissioned and delivered.	Training / workshops in specialist field are effectively developed and delivered
	Activities are effectively planned, prepared and evaluated.
Proactively build good working relationships, develop community links and communicate effectively with all stakeholders. Represent BCC internally and / or externally.	The reputation of the professional service is maintained or enhanced.
	Stakeholders are engaged and co-operation is secured.
	Best practice is shared.
Implement partnership arrangements and develop partnership working.	Working practices are integrated across partnerships to achieve improvements in service delivery.
	Partnership working between statutory and voluntary, community and independent sector is supported.
	Partnership working groups produce valid and timely outputs.
Provide support to a corporate emergency response in exceptional	Support is provided in response to a management request which is reasonable with regard to both the job and the job

circumstances.	holder's circumstances.
<i>Job Specific Options</i>	
Support work with partner organisations to increase customer / community awareness and empowerment.	Customer / community awareness and influence is increased.
	Information is disseminated to the relevant stakeholders.
Support work to increase customer / community capacity for delivering services themselves.	Service and skills gaps are identified.
	The development of interventions to address the gap is supported.
Managing Resources	
Monitor and report on service standards within specialist area as required. Identify issues for further review by manager.	Quality, performance and management information is provided accurately to the required timescales.
	Supplier / delivery partner performance are monitored.
	Value for money is achieved.
	Appropriate action is taken to address any issues or escalate as necessary
Contribute to service / business /communications plans within area of responsibility.	Plans are accurate and completed to the required timescales.
	Input is provided to wider service / communication planning, improvement and development activities.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
	All work meets the required standards.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
<i>Job Specific Options</i>	
Co-ordinate the work of others, including where appropriate supporting and managing volunteers.	Work is allocated and scheduled appropriately.
	Induction, training and mentoring of others are supported effectively.
	Allocated work is carried out to deadlines and to the required standards
	Where applicable: Volunteers are effectively engaged with the service.
Contribute to budget planning. Monitor and report on service / project budgets within specialist area.	Input is reflected in budget.
	Budget is monitored effectively.
Ensure all financial transactions are authorised, processed and reconciled correctly.	Correct financial procedures are observed.
	Where applicable to the job: Revenues are delivered.
Co-ordinate the preparation and submission of bids for short and long term funding / income.	All documentation is completed correctly.
	Ideas for funding / income are generated.
	Funding / income are successfully obtained.
Co-ordinate the preparation of tenders and contracts.	Required services / goods are specified and obtained.
	Value for money is obtained.
	Procedures are followed and documents prepared accurately.
Liaise with contractors / suppliers to co-ordinate appropriate service	Appropriate levels of service delivered on time, to budget and specification requirements.

delivery.	
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Values and Behaviours
Committed to making a difference <ul style="list-style-type: none">• We will do our best for people even when we are making difficult decisions• We will deliver what we promise• We will take pride in working with our communities• We will make public money go as far as possible
Working together to find solutions <ul style="list-style-type: none">• We will support each other to do our jobs well• We will work as one council and with our partners• We will celebrate our success and good news• We will learn from our and others' experiences
Change starts with me <ul style="list-style-type: none">• We will take responsibility for our work• We will be open to change and other people's ideas• We will look for ways to improve how we do things• We will act with honesty and treat others with respect
Behavioural Indicators: Professional Lead

Nature of Contacts
Diverse internal (up to director / member level) and external contacts, to provide specialist support and guidance on complex issues relating to the area of expertise. Responding to escalated and complex enquiries. Coaching responsibility for colleagues and other stakeholders.
Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.
Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Influence their decisions.
May involve designing and / or delivering training, workshops, presentations and / or roadshows to both internal and external stakeholders.
Handle challenging customer / stakeholder feedback, or escalated complaints which involve significant persuasion and influencing skills.
Deal with people at all levels confidently, sensitively and diplomatically.
Procedural Context
Understanding of service area's current and future priorities, specialist knowledge of own work area, relevant policies, procedures, regulations, codes of practice, required outputs and a good knowledge and understanding of other relevant Council areas.
Knowledge and experience to resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of the service. Contribute to policy, service and strategy development. Exercise judgement in assessing complex stakeholder requirements, potential risk to customers or others and quality assurance of the service. Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.
Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable discretion in taking action - within boundary of well defined policies.
Plan over a longer period co-ordinating and supporting others (internal or external delivery partners) to develop and deliver the service.
Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Key Facts and Figures
May have responsibility for financial transactions and/or equipment.
May have delegated responsibility for procurement and project budgets.
May have responsibility for stock/inventory and / or be a key holder.

Knowledge, Skills and Experience
Significant experience and success in a similar work environment, backed by evidence of appropriate level of expertise.
Thorough knowledge of service. Knowledge of wider sector / external influences.
Expert knowledge of the specialist work practices / professional guidelines / legislation and emerging developments within the service area.
Knowledge and experience of contributing to the development of services, policies procedures and practices.
Excellent customer service skills, with experience of resolving escalated customer enquires in the specialist service area.
Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Proven ability to communicate with, engage and influence customers, partners and stakeholders, in complex situations.
Experience of effectively managing change.
Experience of supporting partnership working to deliver service improvements.
Good planning and organisational skills, with experience of working within general professional guidelines or organisational policy, to achieve service requirements.
Experience of contributing to service or business planning.
Proven initiative and judgement to identify and resolve problems
Good ICT skills - both standard Microsoft applications and specialist systems.
Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.
Experience of volunteer management where appropriate to the job.
Indicative Qualifications
Educated to degree standard or equivalent.
Relevant professional qualification.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

