

**APPENDIX 2**

**Tackling Family Poverty Action Plan 2012/13  
Summary of Strategic Outcomes – Updated February 2013**

<b>Strategic Outcomes</b>		<b>Responsible Group</b>	<b>Lead / Coordinator</b>
<b>Strategic Outcome 1</b>	<i>Partners use their influence to embed systems and processes within their organisations that can really make a difference</i>	<b>Greater Peterborough Partnership</b>	<b>Tim Bishop – AD Strategic Commissioning Adults Services, PCC</b>
<b>Strategic Outcome 2</b>	<i>Excellence at the first point of contact</i>	<b>Tackling Poverty T&amp;F Group</b>	<b>Mark Sandhu – Head of Customer Services, Serco</b>
<b>Strategic Outcome 3</b>	<i>Models of work that identify risk factors, intervene early and enable communities to develop resilience</i>	<b>Tackling Poverty T&amp;F Group</b>	<b>Wendi Ogle-Welbourn – AD Strategy, Commissioning and Prevention, PCC</b>
<b>Strategic Outcome 4</b>	<i>Improved education and personal development of all children and young people to narrow the gap in achievement between the poorest children and the rest</i>	<b>Tackling Poverty T&amp;F Group</b>	<b>Allison Sunley, Head of Commissioning (Targeted Services), PCC</b>
<b>Strategic Outcome 5</b>	<i>Increased financial capability, employability and take up of benefits amongst families</i>	<b>Financial Inclusion Forum / Tackling Worklessness in Peterborough</b>	<b>John Cunningham, PCVS</b>
<b>Strategic Outcome 6</b>	<i>Improved mental health within the local population to reduce the gap in health inequalities and promote healthy lifestyles</i>	<b>Tackling Poverty T&amp;F Group</b>	<b>Claire Rintoul, MIND</b>
<b>Strategic Outcome 7</b>	<i>Creation of inspirational places to live and cohesive communities</i>	<b>Tackling Poverty T&amp;F Group</b>	<b>Belinda Child, Strategic Housing Manager, PCC</b>

**Strategic Outcome 1: Partners use their influence to embed systems and processes within their organisations that can really make a difference.**

<b>Lead / Coordinator: Tim Bishop</b>		<b>Lead Councilor: Cllr Nick Arculus</b>		
<b>Reference</b>	<b>Actions</b>	<b>Timescale</b>	<b>Delivery Lead</b>	<b>Progress</b>
<b>1.1 Action:</b> Ensure visibility and widespread awareness of poverty agenda				
1.1.1	Communication Strategy is developed for 2012/13 through the GPP.		Tim Bishop	The Poverty Reduction Strategy and action plan have been developed as part of the Greater Peterborough Partnership work programme 2.  The partnership and other boards continue to highlight the need for all partners to contribute to the work required to tackle poverty.
<b>1.2 Action:</b> Strong leadership, accountability and governance.				
1.2.1	Governance structure and golden thread of accountability established (including links to wider partnerships)		Wendi Ogle-Welbourn/Adrian Chapman	The Poverty Reduction Strategy is part of the Greater Peterborough Partnership work and progress is reported into this forum on a regular basis and into the Creating Opportunities and Tackling Inequalities Scrutiny Panel.
1.2.2	Progress against work plan is monitored, inaction challenged and blockages removed.		Wendi Ogle-Welbourn/Adrian Chapman	Ongoing – thorough quarterly progress monitoring group that comprise the strategic leads for the 7 outcomes.

**Strategic Outcome 2: Excellence at first point of contact**

**Lead / Coordinator: Mark Sandhu**

**Lead Councilor: Cllr Chris Harper**

**Reference**

**Actions**

**Timescale**

**Delivery Lead**

**Progress**

**2.1 Action: A coordinated response to deal with urgent crises amongst the most vulnerable**

2.1.1

Setup a partnership acute response mechanism to passport families in crisis to services providing immediate relief (food bank, laundry facility, accommodation, basic needs, etc) with dedicated helpline and information points in 24 hours locations to signpost (e.g. hospital, police station, train station). Consideration of groups most likely to be in crisis inc NRPF, new arrivals, homeless, etc) with dedicated helpline and information points in 24 hours locations to signpost (e.g. hospital, police station, train station). Consideration of groups most likely to be in crisis inc NRPF, new arrivals, homeless, etc)

Welfare Reform Action Group

Peterborough Foodbank opened on 31 October 2012 and details have been shared with relevant agencies.  
The following distribution centres have opened across the City:

- Stanground Baptist Church - Tuesdays from 12.30-2pm
- Dogsthorpe Methodist Church - Tuesdays and Fridays from 12.30-2.30pm
- Gunthorpe Open Doors Centre - Thur 12.30-4pm
- Westgate Church - Saturdays 12.30-2.30pm

Access to receive food is through a voucher system, vouchers being issued from a range of registered front line care professionals and agencies.

<b>2.2 Action:</b> Frontline staff provide better and earlier IAG around benefits, debt and money management to vulnerable families.				
<b>Reference</b>	<b>Actions</b>	<b>Timescale</b>	<b>Delivery Lead</b>	<b>Progress</b>
2.2.1	Local partners collaborate to provide a programme of training and briefings for front line staff on identifying families in financial difficulties, signposting, benefit entitlements, welfare reforms, money management, debt and illegal lending.		Tracey Dickerson (Welfare Benefits Advisor, PCC)	<p>The role of the welfare benefits advisor includes provision to train staff and partners in welfare benefits. This is being achieved via training events, information and advice events and briefings as well as by supporting partner's events with the public e.g. carers' week.</p> <p>During 2013/14, the focus will be on welfare reform issues. For example a welfare reform training session has been set up in March 2013 for Cross Keys Homes front line staff in the homeless hostels and in May 2013 Tracey will attend the Family Voices Peterborough Annual Conference as an expert on the panel to answer questions on welfare reform from professionals and members of the public.</p>
<b>2.3 Action:</b> Ensure families have access to brief information, advice and guidance relevant to their needs				
2.3.2	Expand content of Family Information Service		FIS Provider (Serco) and Pam Setterfield (Team Manager for Targeted and Sufficiency Team,PCC)	<p>The transition to Serco was seamless with no negative impact to users or the service.</p> <p>Regular contact is maintained with child carers and the 'what's on' section of the website has been expanded with 90 events or activities currently advertised. Statistics confirm that these are regularly accessed which highlight the effectiveness of this channel.</p> <p>Information about a further 23 organisations has also been added which is predominantly aimed at families with special needs.</p> <p>The service has also been publicised with social workers resulting in more brokerage cases being identified.</p>
2.3.2	Impact of Welfare Reform		Adrian Chapman/Mark Sandhu	<p>The work undertaken by the Welfare Reform Action Group informs this action (SO 5 refers).</p>

**Strategic Outcome 3: Models of work that identify risk factors, intervene early and enable communities to develop resilience**

**Lead / Coordinator: Wendi Ogle-Welbourn**

**Lead Councilor: Cllr Darren Fower**

**Reference**

**Actions**

**Timescale**

**Delivery Lead**

**Progress**

**3.1 Action:** Ensure that children, young people and families who are in the greatest need have access to the right services, at the right time, in the right place and at the right cost

3.1.1

Set up Multi-agency support groups in 3 localities to look at referrals from other professionals (via CAF) where families need a multi-agency package of support. Ensure effective Team Around the Child and Lead Professional approach to seamless, timely and co-ordinated service delivery.

Wendi Ogle-Welbourn, Karen Moody (Team Mgr Integrated Processes), Lou Williams (Head of Commissioning Specialist Services)

Three locality based Multi Agency Support Groups (MASG's) were launched in September 2012. The panels are chaired by the Head of Commissioning, specialist services and core members include representatives from health, police, neighbourhoods, YOS, education (Attendance, Educational Psychologists), Children's Social Care, CAF team, housing, Children's Centres, 0-19 service. The panels are there to provide a multi-agency response to de-escalations from Children's Social Care Referral and Assessment where an initial or core assessment has been completed and the family would benefit from multi-agency support at a targeted level. The panels also support complex cases and remove blockages and barriers where existing CAF's and TAC's are making little or no progress. To date, there have been a total of 127 cases heard at the panels: 38 in South locality; 44 in North West and Rural locality; 45 in Central and East locality. Recommendations have been around putting in place the right services / organisations and the right people at Team Around the Child (TAC) meetings. Where appropriate, High Level Family Support has been commissioned as a one-off piece of work with the families to try and move them on from current difficult circumstances. An internally produced distance measured tool is being used as part of the review process of this work until such time that we are in a position to implement the 'Outcome Star' as part of a bigger distance measured programme. A separate report looking at early impact of MASG's has been produced for presentation to the next Improvement Board.

New Peterborough CAF was launched in conjunction with the new MASG panels. The document has been reduced considerably in size and has been produced with a range of support material to aid completion. The simplified CAF is contributing to increased engagement from partners and an increase in the number of CAF's generated in Peterborough providing earlier support to some of our more vulnerable families in Peterborough.

**Strategic Outcome 4: Improved education and personal development of all children and young people to narrow the gap in achievement between the poorest children and the rest**

**Lead / Coordinator: Allison Sunley**      **Lead Councillor: Cllr John Sherman**

Reference	Actions	Timescale	Delivery Lead	Progress
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**4.1 Action:** Improve attainment and reduce exclusions for all children and young people, including those with learning difficulties and/or disabilities (LLDD) or troublesome behaviour

4.1.1	Identify vulnerable children and young people with LLDD and monitor the impact of actions taken to improve attainment	Start Sept 2012	Schools and School Improvement Advisors	<p>Early years settings are provided with training and support to identify and put in appropriate strategies into supporting the very youngest children who are displaying challenging behaviours. Transition meetings are held/ offered to Primary Schools when children are moving from their early years setting to support effective transitions and ongoing support.</p> <p>Risk registers of young people at risk of NEET (including all those with learning difficulties/ disabilities) are agreed and under regular review with schools to monitor support, action planning and applications.</p> <p>Learning Difficulty Assessments are being completed and shared with post 16 education providers to support successful transition. 21 Providers and 58 families attended an options evening in October for young people with LDD. Progression/ Options event held on 7<sup>th</sup> February for young people who attend Pupil Referral Service, Nenegate School and those off school roll. Skills Service programme continues (till Summer 2013) with Nenegate School and local employers to raise aspirations and increase employability skills.</p>
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4.1.2	Develop services and access routes for children and young people to prevent exclusions and NEET status.	On-going	Allison Sunley	<p>Clear pathways of support have already been identified for those young people who are NEET and who are at risk of becoming NEET.</p> <p>An agreed working protocol has been established with YOS to ensure a seamless handover over support for young people coming to the end of their referral orders.</p> <p>Further work needs to be undertaken around young people's behaviour in school and with those at risk of exclusion.</p> <p><b>Performance</b> 16-18 NEET: 7.3% = 459 young people (was 8.7% = 542 in Dec 11)</p>
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				<p>16-18 in Learning: 80.5% (was 80.6% this time last year) 16-18 not known: 5.4% = 375 young people (was 3.2% = 223 in Dec 11).</p> <p><b>Pre-Neet</b> Risk profiling tool being used in schools to identify young people most at risk of becoming NEET post 16 leading to targeted LAG from CEAs. Some schools engaging with 0-19 service for extra support through multi agency meetings for those with more complex needs. 1 IPA from the NEET team based in Nenegate School ½ day per week to work with targeted pre-neet young people.</p> <p><b>NEET</b> Weekly analysis of NEET by ward to inform targeted outreach to engage NEET young people. 12 hours additional hours per week identified for NEET outreach work Weekly work club based at the YAP with CIA Weekly Job Club at the Foyer in collaboration with CEA Daily IPA support to young people in the YAP Princes Trust Team programme in partnership with PRC (3 teams of 15-19 yp pa) Moving 4ward pre-employment programme in partnership with CKH (2 team of 12 yp pa) Moving 4ward into work pre-apprenticeship programme in partnership with CKH (20 yp pa) ESOL courses arranged in partnership with NACRO and PRC (rolling programme) Young parents programme (3 to be delivered in 2013/2014)</p> <p>Action plan to support the Raising of the Participation Age now being implemented, including information sharing protocols to identify young people dropping out of learning</p> <p>Second group of MENA Year 11 students without a school place to start bespoke ESOL course at City College in February. Course will include progression planning into education, employment or training</p> <p>Refreshing information on pathways and options for young people who are NEET / at risk of NEET</p> <p>Looking to develop offer for CLA/ care leavers in education (access to guidance, work experience and apprenticeships as appropriate)</p>
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4.1.3	Support young people in their aspirations and levels of attainment through creating stronger links with employers, establishing opportunities for the development of employability skills and through access to targeted work experience.	From September 2012	Allison Sunley	<p>The Skills Service has done some of this work but with the transfer of the service to the Young People's Employment Service work can be targeted to more vulnerable groups.</p> <p>Under the Cohesion Board objectives work has started in relation to engagement with the Czech/Roma community in Peterborough with the aim of establishing peer and adult mentors to raise aspiration within this group.</p> <p>Progress with the Sustainable Skills Centre has been in part due to issues around securing an agreement over the lease with the football club. SmartLife Cambridgeshire has been identified as the lead tenant who will trade under SmartLife Peterborough. The centre is still on track to open in September/October 2013.</p> <p>Work with City College Peterborough has begun in order to develop an ATA (Apprenticeship Training Agency) with the view of securing Level 2 and Level 3 apprenticeship opportunities linked to SMEs in Peterborough. The ATA would be able to support the progression pathway from a Level 2 apprenticeship through to Level 3 and then under graduate level via workbased learning.</p> <p>This would provide an alternative route to higher education for a number of young people where the costs of accessing a university place are prohibitive.</p> <p>Presentation at the Business Breakfast, as part of the Business Focus Event on 17<sup>th</sup> October 2012 in order to promote to business the value of taking an apprentice and the financial support those businesses can receive if they employ an apprentice.</p>
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4.2 Action: Increase parental support of children's learning and aspirations amongst the most disadvantaged and disengaged				
Reference	Actions	Timescale	Delivery Lead	Progress
4.2.1	Establish peer support for parents in hotspots for teenage anti-social behaviour	Started June 2012 On going in response to emerging ASB hotspots	Allison Sunley	<p>Youth ASB multi agency Tensioning monitoring group established in June. The group facilitates close working with the RSLs re ASB and facilitates inter-generational activity with the aim of supporting parents and also the residents where ASB is prevalent.</p> <p>Close working relationships between police, neighborhoods and other agencies continue. The 0-19 service will be increasing the youth work delivery in the Century Square area by one evening a week from the first week in February 2013. Lead Youth Worker is supporting the police with educating young people regarding pending dispersal order. The 0-19 service are encouraging peer leaders under 19 and volunteers over 19 to get involved with the service to enable mainstream education regarding the issues young people face.</p> <p>Unity City Wide project will recruit in hot spot areas to support community peace and understanding. Engagement with community leaders continues through Cohesion team. Other areas of ASB in the city are being supported by youth workers – linking in to main protagonists of ASB and directly working on to one alongside PCSO's &amp; PC's.</p>
4.2.2	Deliver evidence-based interventions that increase parental engagement in children's learning (including purposeful learning in the home environment) in Early Years settings targeted to parents in vulnerable groups identified in the poverty matrix		Children's Centres, Pam Setterfield, Karen Hingston (Team Mgr Early Years Child Intervention (Team Mgr & Joan Riddel (Educational Psychologist	<p>Results from research suggests that specialised support in pre-schools, especially for language and pre-reading skills, can benefit children from disadvantaged backgrounds and those for whom English is an additional language. Every Child a Talker is evidence based programme designed to raise children's achievement in early language development from birth to five. It provides focused support in targeted settings to provide the very best early language provision for all children and increase practitioner's knowledge in identifying children at risk of language and communication delay and supporting them as early as possible. The programme encourages strong partnerships with families and carers. We have a team member who has a specific remit for leading the programme, and have recently adapted the ECAT training for delivery to Children Centre staff.</p> <p>We have provided training to the sector for a number of years, most recently training most providers in the Early Childhood Unit &amp; NCBs PEAL Training (Parents Early Years &amp; Learning) this training is underpinned by research, PEAL training and resource materials support</p>

				<p>practitioners to encourage and develop parental involvement in children's early learning.</p> <p>The development of parental 'peer' support mechanisms is underway. The value of engaging parents into a voluntary role to act as support to other parents prompting positive messages, experiences and support such as early year's attendance, involvement in their children's learning and practiced parenting. There is a successful group of parents already engaged in this type of delivery. This is being developed further targeting parents from vulnerable groups from a particularly highly disadvantaged area of the city to improve engagement.</p> <p>Most of the frontline teams in the Youth Services have experience Escape training this allowing them to support parents with adolescent children.</p>
4.2.3	Increase the number of children accessing free 3 & 4 year old funding for early education amongst vulnerable groups identified in the poverty matrix		Tim Laws (Childcare Market Facilitation Manager)	<p>Peterborough's take up is above national average. However there is room for improvement, especially among 3 year olds with 95% of 3 year olds currently accessing some provision, leaving 5% not accessing.</p> <p>Children are entitled to 15 hours per week and the average number of hours taken has very steadily increased from just over 13 in 2008 to nearly 14 in 2012. This is positive and shows the market has accommodated population growth well.</p> <p>Previous research highlighted several reasons why different groups were not accessing. Some have been addressed / resolved (e.g. new children's centre and pre-school in Hampton and marketing activity in different languages to target new arrivals).</p> <p>A 'parent champion' / volunteer scheme is due to be trialed in partnership with Children's Centre's to drive take up of two year old childcare. We hope this will roll out city wide in 2013. This should specifically target those vulnerable groups that blanket marketing doesn't reach. Once two year olds are in the system, they are likely to remain for 3 year old funding, therefore increasing the number of children fully benefiting from their entitlement at 3.</p> <p>New FIS partner (SERCO) will be working to improve information to families about the entitlement to help drive take up.</p> <p>Market management and sufficiency planning is identifying the areas of the city where demand is expected to exceed supply. Place creation is essential if children are to take up a place and we will use the</p>

				information we generate to facilitate market developments through the use of information and commissioning. Discussions are underway with colleagues in 'Neighborhoods' and several external partners about utilizing available buildings / community space.
4.2.4	Increase uptake of extended 2 year old funding for early education amongst vulnerable groups identified in the poverty matrix		Tim Laws	<p>We successfully bid to DfE to run an early education trial from September 2012 in a small area of the city (Voyager area). Learning from this trial will see us well placed to meet the needs of two year olds city wide from 2013 and to secure a high take up. Key elements include:</p> <ul style="list-style-type: none"> <li>• A 'parent champion' / volunteer scheme to drive take up. This should specifically target those vulnerable groups that blanket marketing doesn't reach.</li> <li>• Text back service for parents to check eligibility via text message</li> <li>• Facebook and twitter to promote the scheme</li> <li>• Quality improvement work</li> <li>• Research and monitoring to then encourage other providers to participate in the scheme.</li> </ul> <p>Trial of extended two year old scheme has been operating since September 2012. Take up of places has exceeded expectations with over 70% of eligible children accessing a place in the trial area. These children are from households in receipt of benefits that qualify the family for free school meals. This suggests take up will be high across the city when the scheme expands in September 2013. In addition, 28 children have been offered funding via referral from social care.</p> <p>The full budget allocation for 2 year old places in the rest of the city will be utilized by March meaning that we have maximized the take up of available places.</p> <p>Trial initiatives including a 'Text Back' service are proving popular with families. 98 families have engaged with this technology. This is supporting take up.</p> <p>Further work is needed with providers to ensure they are making 2 year old places available and to put appropriate administrative systems in place</p>

<b>Strategic Outcome 5: Increased financial capability, employability and take up of benefits amongst families</b>				
<b>Lead / Coordinator: John Cunningham</b>			<b>Lead Councilor: Cllr Sue Day</b>	
<b>Reference</b>	<b>Actions</b>	<b>Timescale</b>	<b>Delivery Lead</b>	<b>Progress</b>
<b>5.1 Action: Improve financial capability amongst vulnerable families</b>				
5.1.1	Establish partnership approach to reducing debt and illegal money lending amongst vulnerable families		Financial Inclusion Forum – Pat Brown	Welfare Reform Action Group formed, led by Head of Neighbourhood Services, to focus on mitigating the impacts of welfare reform and developing innovative programmes of work. New Advice Centre model being developed which will connect debt advice and financial capability with access to Foodbank, furniture recycling etc.
5.1.2	Scope development of Peterborough Credit Union	2 <sup>nd</sup> wk of Sept	TBC	New Credit Union due to open on 2/4/13 on Cattlemarket Road.
5.1.3	Establish community gateway pilot in highly deprived area to cascade benefit and financial capability information to vulnerable families		FIF – TBC, RSLs, Neighbourhood Managers	Part of the model described in 5.1.1 includes capacity building within communities so that debt advice and support is available across all of Peterborough.
5.1.4	Establish coordinated “Home Start” package for vulnerable families entering accommodation to enjoy a stable tenancy and access to basic needs and money management advice		FIF – TBC, RSLs, Private Landlords, Hostels, Refuge, Community Repaint, Sofa, etc	Part of the model described in 5.1.1
5.1.5	Increase number of families with children with complex needs accessing benefits and short breaks provision		Carrie Gamble (Commissioning Officer for Social Care, Specialist Commissioning)	Part of the model described in 5.1.1

5.2 Action: Tackling worklessness				
Reference	Actions	Timescale	Delivery Lead	Progress
5.2.1	Deliver a range of interventions to reduce unemployment amongst the under 25s including Youth Contract		Tackling Worklessness in Peterborough (TWIP) – Christina Malle	Work being led by the Tackling Worklessness in Peterborough group.
5.2.2	Delivery of the Families Programme		Caroline Patten, Reed in Partnership	Work being led by the Tackling Worklessness in Peterborough group.
5.2.3	Deliver a range of interventions to reduce the number of digitally excluded people		Tackling Worklessness in Peterborough (TWIP) – Christina Malle	Work being led by the Tackling Worklessness in Peterborough group.
5.2.4	Deliver a range of interventions to increased basic and job specific skills		Tackling Worklessness in Peterborough (TWIP) – Christina Malle	Work being led by the Tackling Worklessness in Peterborough group.
5.2.5	Parents have access to sufficient and affordable		Tim Laws	<p>New FIS provider to improve communication of financial support for childcare available to working parents.</p> <p>Market regularly monitored to identify gaps in provision (change then initiated).</p> <p>Business support information and advice made available to providers to support sustainable business models and lower their costs, thereby reducing fee increases to parents.</p> <p>Where possible, pre-schools encouraged to extend opening times to help accommodate working parents. This has proven successful in 3 rural locations.</p> <p>Sufficiency monitoring to be expanded to more strategically look at quality and how training can be delivered more efficiently as the sector continues to grow. Quality is a key feature of a 'sufficient' market.</p> <p>Redesign of 'childcare' pages on council website to provide a more user</p>

	childcare			<p>friendly experience to families and direct more clearly to info about financial support with childcare.</p> <p>New FIS provider to improve communication of financial support for childcare available to working parents. A new FIS logo has been agreed in February 2013 so increased marketing activity should follow shortly.</p> <p>Market regularly monitored to identify gaps in provision (change then initiated). A lack of supply has been identified in Eye and Hampton and future shortages are expected from September 2013 in Dogsthorpe, Stanground, North Bretton and East. Capital funding from DfE (£474k) will be used to help increase supply in these areas. Potential projects have been identified including better use of children's centre, community and old play service buildings.</p> <p>Business support information and advice made available to providers to support sustainable business models and lower their costs, thereby reducing fee increases to parents.</p> <p>Sufficiency monitoring to be expanded to more strategically look at quality and how training can be delivered more efficiently as the sector continues to grow. Quality is a key feature of a 'sufficient' market.</p> <p>Redesign of 'childcare' pages on council website to provide a more user friendly experience to families and direct more clearly to info about financial support with childcare.</p> <p>Childcare providers educated about support available to their working families with childcare costs so they can signpost to appropriate agencies.</p>
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**Strategic Outcome 6: Improved mental health within the local population to reduce the gap in health inequalities and promote healthy lifestyles**

**Lead / Coordinator: Claire Rintoul**

**Lead Councillor: Cllr Brian Rush**

Reference	Actions	Timescale	Delivery Lead	Progress
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**6.1 Action: Improve maternal (parental) mental health in pregnancy and during infancy**

6.1.1	Identify and scope opportunities to improve mental health amongst women in pregnancy and early childhood		Claire Rintoul, Rowena Harvey (Teenage Pregnancy Health Visitor), Pam Setterfield Children's Centres	<p>Work has begun to establish the Connecting Mums project targeting pregnant women and new mothers who are socially excluded and at greater risk of mental health problems inc. those with previous experience of mental health problems, teenagers, those who live in areas of deprivation and vulnerable migrants/asylum seekers.</p> <p>Volunteer befrienders who will through home visits provide befriending support, including practical and emotional help alongside friendship and encouragement.</p> <p>The service will organise and run group sessions to help pregnant women and new mums learn how to look after their own mental health and wellbeing. Multi-agency steering group formed and has met twice. Co-ordinator post advertised interviews 12.2.13. Arrangements made with Better Together to recruit &amp; train volunteers, volunteer referrals coming in already. Project goes live 1<sup>st</sup> April. Funding secured for external project evaluation. Additional grant funding secured to make this an 18 – 21 month project.</p>
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**6.2 Action: Reduce prevalence of mental illness linked to employment or financial difficulties**

6.2.1	Pilot co-location of debt advice worker in GP surgery as new approach to manage stress, anxiety and depression linked to money worries (to be reworded by CR)		FIF – Leonie McCarthy (Social Inclusion Manager), Cllr Murphy, CAB, Andy Liggins (Director of Public Health)	Part of the model described in 5.1.1
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**Strategic Outcome 7: Creation of inspirational places to live and cohesive communities**

**Lead / Coordinator: Belinda Child**

**Lead Councilor: Cllr Bella Saltmarsh**

**Reference**

**Actions**

**Timescale**

**Delivery Lead**

**Progress**

**7.1 Action:** Improve quality of private housing stock (and contribute to reduction of fuel poverty amongst vulnerable families)

7.1.1

Remove category one hazards from at least 350 private sector homes per year until end of 2014/15 (via enforcement and Repairs Assistance Fund)

31/3/13

Strategic Housing Manager, Housing Programmes Manager

110 private sector properties have had Category 1 hazards reduced to an acceptable level from 01/4/2012 to 31/12/2012

7.1.2

Improve thermal efficiency in at least 100 private sector dwellings each year thereby minimising the risk of fuel poverty for occupants

31/3/13

Strategic Housing Manager, Housing Programmes Manager

50 A-rated condensing boilers and/or central heating systems have been installed between 01/04/2012 and 31/12/2012 with a further 8 approved.

Housing Enforcement teams continue to negotiate and then enforce landlords to carry out energy efficiency measures to privately rented properties where a Category 1 hazard for Excess Cold has been identified

Housing Teams continue to signpost and refer householders to relevant energy companies for free and discounted loft and cavity wall measures.

Strategic Housing has been successful in their bid to the Dept of Health's Warm Homes: Healthy People Funding aiming to tackle excess winter deaths due to vulnerable residents living in cold, energy inefficient homes. The Peterborough Winter Warmth Partnership involves the Peterborough Care & Repair Home Improvement Agency, PECT, Public Health's Health Lifestyle Team, the Salvation Army and Age UK. The Partnership will deliver a citywide campaign raising awareness of the impact of cold homes on health and wellbeing, and the services which can support vulnerable people in winter months. It will provide advice and information for people at partners' centres and charity shops, and through home visits, delivered by staff and volunteers trained during last years campaign. The Peterborough's Care and Repair Home Improvement Agency services have been extended to provide free boiler and gas fire servicing and repairs and draught proofing to keep homes warm and safe. These services will link directly to existing heating,



				repairs assistance and disabled facility grants and handy person services for minor works. A hotline via Peterborough City Council's Care & Repair main Handyperson line connects directly to the Winter Warmth team to provide advice, and arrange home visits to deliver advice on the importance of keeping warm, how to set heating controls to maximise warmth and efficiency, energy efficiency, and identify any problems with paying bills linking to other services. Partners will also provide heater loans and shopping trips to vulnerable older people in cold snaps, to reduce exposure to cold weather outdoors, and risk of falls.
7.1.3	Implement the Green Deal scheme to ensure vulnerable families can benefit from improved energy efficiency in their dwellings	31/3/13	Strategic Housing Manager, Housing Programmes Manager	<p>DECC statistics have been analysed to ascertain the areas in the city with the highest prevalence of fuel poverty.</p> <p>5 of the top 6 Lower Super Output Areas in the city for fuel poverty are in the Central Ward. The % of households in fuel poverty in these LSOA's range from 24% to 31.6%.</p> <p>Housing Teams are now looking into what role the Local Authority will play in the Green Deal Scheme, due to being launched in the Autumn 2012. Discussions are also taking place with key potential partners to look at options for delivering the Green Deal in the areas containing households at the highest risk of fuel poverty.</p>
7.1.4	Utilise "additional licensing scheme" for HMOs in hotspot areas (Millfield and New England)	31/3/13	Neighbourhood Manager Central & East, Senior Neighbourhood Enforcement Officer	Between 01.04.12 and 28.01.13 there have been 21 additional HMO licenses and 5 Mandatory HMO licenses issued in the Millfield and New England area. Overall there are 59 Properties licensed under the additional licensing scheme in addition to those that are required for Mandatory (3 or more storeys) licensing.

**7.2 Action:** Support vulnerable families to access and maintain suitable accommodation

Reference	Actions	Timescale	Delivery Lead	Progress
7.2.1	Use all mechanisms to bring empty homes across the City back into use to ensure maximisation of housing availability and choice for families in housing need	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	<p>141 empty properties have been brought back into use through Local Authority intervention from 01/04/2012 to 31/12/2012. The current number of long term empty properties (empty for 6 months or more) as at 31/12/2012 is 325</p> <p>The Peterborough Empty Homes Partnership with Cross Keys Homes and the Homes &amp; Communities Agency (HCA) is currently in the final stages of securing 2 long term lease agreements with owners of empty properties, one of which will see a property brought back into use that has laid empty for over 7 years. With the need for over £40,000 worth of work, the property will be brought up to standard by Cross Keys Homes, and let at an affordable rate, provide good quality accommodation to someone in need for 15 years. The partnership will also be using the funding to convert several empty office spaces into affordable accommodation within the Cross Keys Cowgate development.</p> <p>A second smaller project with the HCA and the charity Hope into Action for the purchase of two empty properties to provide homes to homeless people has seen the first property secured and a second property identified. The charity hopes to submit a bid for funding of two further houses in the next funding round.</p>
7.2.2	Through partnership working and referrals identify families living in private rented properties with category 1 hazards and take enforcement action to remedy poor living conditions	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	29 privately rented properties with identified Category 1 hazards have had those hazards reduced to an acceptable level through enforcement action during the period 01/04/2012 to 30/06/2012
7.2.3	Trough partnership working and referrals identify families living in own occupied properties with category 1 hazards and secure funding streams to remedy poor living conditions	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	73 owner occupied properties with identified Category 1 hazards have had those hazards reduced to an acceptable level through Repairs Assistance grant funding during the period 01/04/2012 to 31/12/2012

Reference	Actions	Timescale	Delivery Lead	Progress
7.2.4	Identify families living in fuel poverty and investigate/secure grant funding to carry out energy efficiency measures to their home to maximise their disposable income	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	<p>DECC statistics have been analysed to ascertain the areas in the city with the highest prevalence of fuel poverty</p> <p>50 A-rated condensing boilers and/or central heating systems have been installed between 01/04/2012 and 31/12/2012 with a further 8 approved.</p> <p>Housing Enforcement teams continue to negotiate and then enforce landlords to carry out energy efficiency measures to privately rented properties where a Category 1 hazard for Excess Cold has been identified</p> <p>Housing Teams continue to signpost and refer householders to relevant energy companies for free and discounted loft and cavity wall measures</p>
7.2.5	To maximise the number of affordable homes created in the City	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	207 since 1/4/12
7.2.6	To identify families and young people in housing need and at risk of homelessness and work with them and partners to ensure their housing needs are met through a robust Housing Needs Service and allocations policy	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	This is ongoing. The Housing Needs service continues to offer advice and assistance to those who are homeless or at risk of homelessness. In the last quarter Oct 12 to December 12 we have allocated 283 social housing properties. In the same time we have assisted 92 households with the funds to secure suitable accommodation in the private sector.
7.2.7	To continue to develop the dedicated and tailored support offered to those families experiencing mortgage difficulties including the mortgage rescue scheme and debt advice to ensure that families can stay in their own homes	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	This is ongoing. We have assisted 158 households who contacted us for advice as they are in mortgage difficulties. 147 were resolved with advice or debt counseling and 11 are being considered for mortgage rescue under the government's mortgage rescue scheme.

Reference	Actions	Timescale	Delivery Lead	Progress
7.2.8	To continue to provide a robust Tenancy Relations Service to ensure that families at risk of illegal eviction are identified and supported and landlords taking this action are challenged	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	This is ongoing. We continue to offer assistance to those who are being harassed by their landlord or were at threat of illegal eviction.
7.2.9	To provide temporary housing to those families and young people in crisis to ensure they have a safe environment	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	We continue to offer temporary accommodation to those who are eligible, homeless and in priority need. In Qtr 1 Oct 12 to Dec 12 we provided temporary accommodation for 315 households.
7.2.10	To ensure children with disabilities and their families have access to disabled facilities grants to adapt their homes to meet their needs	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	15 Disabled Facility Grants have been completed to provide adaptations to meet the needs of disabled children from 01/04/2012 and 31/12/2012 with a further 4 approved. The total grant funding awarded during this period is £124,418
7.2.11	To continue to maximise the funding given to partner organisations to provide housing related support to families in the City through both outreach work and direct accommodation	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	<p>The Housing Related Support Programme continues to fund a range of service provision assisting some of the most vulnerable residents in the city maintain their accommodation.</p> <p>Grant agreements have been put in place with existing providers of accommodation based housing related support for 2012/2013. Contracts with five floating support services have also been re-commissioned for a six month period from April 2012, including three public health contracts. This will allow time for the floating support services to be reviewed and will take into account the transition of Public Health into the Local Authority.</p> <p>The housing related support services previously commissioned by the PCT are also undergoing a review by Adult Social Care and again this review will take into consideration the transfer of some Adult Social Care services into the Local Authority and the implications for future service delivery.</p> <p>Work is beginning on a new Housing Related Support Commissioning Strategy to look at future service provision from April 2013 onwards.</p>

Reference	Actions	Timescale	Delivery Lead	Progress
7.2.12	To work with colleagues and partners to identify 16-17 year olds at risk of homelessness and work with their families to secure appropriate housing solutions	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	The protocol has now been implemented and the Housing Needs team are now working in partnership with Children's services
7.2.13	To develop and deliver initiatives through the Homelessness Strategy	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	The review of the previous homelessness strategy is near completion. Working groups are being established and a consultation will soon get underway for the new strategy and action plan.
7.2.14	Continue to offer dedicated and tailored support to those experiencing mortgage difficulties, including provision of debt advice	31/3/13	Strategic Housing Services Manager, Housing Needs Manager	This work is ongoing we have secured the funding going forward into 2013/14 and will continue to fund prioritized debt advice to those at risk of losing their homes due to financial difficulty.

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