

Appendix 2 - Update on Building Blocks

Building Block 1: Communities understand their needs and where to find help or information (Cate Harding)

Building Block 2: Empowering our communities to meet their own needs (Cate Harding)

Building Block 4: Developing a sense of 'place' (Cate Harding)

Building Block 5: Developing and supporting volunteers (Cate Harding)

Building Block 7: Empowering communities to challenge and bid to run services (Cate Harding)

Update: Building Block 1,2,4, 5 and 7 Community Serve

City College Peterborough through discussions with PCC have introduced Community Serve into the following areas within the City: Westwood and Ravensthorpe, the Orton's with a particular emphasis on Orton Malborne and the Can Do area comprising Gladstone, Millfield and New England districts. The priorities that the College are concentrating on are:

- Isolation
- Carers
- Life Limitations
- Communities

The initiatives planned to support the introduction of Community Serve will be based on need and co-designed by local residents. However, the initial framework that will be common across all three pilot areas will be:

- A physical hub
- Local volunteering
- A local time bank
- A Super-Kitchen - Community Social Dining
- Delivery of Skills and Employment programmes
- Classes to support Health and Well Being
- Preventative and support work
- Redevelopment of open space
- Information, Advice and Guidance
- Setting up Community Serve points

A substantial amount of work has already taken place with Hubs identified in each of the areas.

Meetings have been held with the majority of Councillors within the defined areas and on the whole this initiative has been strongly supported.

The College have met with a number of key groups within the areas which include:

CAN DO Local Action Group

Community First

Gladstone Connect

Members of the Big Local (WestRaven) Trust

Herlington Community Association

Through additional research the College has identified similar projects around the country that we could potentially learn from and collaborate. A meeting is planned to visit the initiatives adopted by Bromley by Bow in London to determine best practice. This meeting

will consist of members from each of the local action groups from the designated areas.

In addition to the appointment of a dedicated co-ordinator in the priority areas, a dedicated full time position has also been secured within the community capacity team to focus on support for Parish Councils. 23 of the 27 parish councils in Peterborough are located in the rural areas of the city. Regular engagement exists with all via a quarterly parish liaison forum as well as a monthly working group with voluntary representatives. The team also supports the working group to host an annual conference which this year was held in November at the Future Business Centre. Attendance was good with the majority of parishes in attendance and feedback was very positive.

The community capacity work with parish councils is significant in that local parish councils are being encouraged to explore taking on services devolved from the local authority. The status and powers associated with parish councils make them ideal for adopting the principles of Community Serve and supporting individuals and groups, as well as delivering or supporting services and social enterprises in the local neighbourhood.

The College are working with members from PCC and CCC related to a Time Credit scheme for Volunteers. Initial meetings have taken place with Spice, the national organisation, and a workshop was attended by members of the team. It is envisaged that this will be run as a pilot within the Community Serve areas prior to be rolled out across the City in the Summer of 2017.

Building Block 3: Voluntary, Community and Faith sectors have access to funding, skills and capacity to support communities (Oliver Hayward)

A number of options have been explored to provide funding to various voluntary organisations in the city who currently provide information, advice and guidance services. A tender is expected to be launched early in the New Year to procure these services, including the Peterborough Community Assistance Scheme.

It is the intention to have a lead organisation to deliver crisis support and wider information, advice and guidance services. This will provide a more effective and efficient delivery model and lead to improved outcomes for clients and the council.

The council will also look to launch a grants programme for any voluntary provider to bid for. This will be a flexible pot of funding which will allow the council to respond to unmet demand within communities via voluntary sector providers.

Building Block 6: Communities are involved in decision making through consultation and engagement (Jawaid Khan)

Post Brexit Referendum community engagement developments

There has been an increase in hate crime incidents reported within the UK since the EU referendum in June. Peterborough saw an initial increase in the first week after the referendum and the situation since then has stabilised.

At the Cohesion and Diversity Forum meeting held on 19 July, Fiayaz Mughul, Founder and Director of Faith Matters was invited as the key speaker about the outcomes of the Tell MAMA national project.

Following the Cohesion and Diversity Forum meeting, recommendations given by

attendees during discussions at the meeting were considered by the Safer Peterborough Partnership (SPP). SPP has established a Hate Crime Task and Finish Group in order to develop a Hate Crime Action Plan.

One of the areas identified in the Cohesion and Diversity Forum was the need to have more third party reporting centres. Currently there are only two such centres (Citizen Advice Bureau and Cross Keys Homes). Action has been taken to identify an additional third party reporting centre at PARCA, Northfield Road in New England. Other venues under consideration include Gladca in Gladstone and Bayard Place. This work is being led by the Hate Crime Task and Finish Group.

Assistance to Cambridgeshire constabulary and community engagement

The Cohesion team assisted Cambridgeshire Constabulary in their recruitment event held on 7th September 2016. At this event over 16 community and faith group leaders attended along with over 50 attendees from diverse community groups. The team also assisted the Constabulary in hosting the diversity event held on 14th September 2016 at Police HQ in Huntingdon. The event was hosted by the Chief Constable and his senior management team. Over 120 people attended alongside faith and community leaders. A number of faith and community leaders presented on their faith and provided an overview of how they are working within their communities to maintain peaceful co-existence and support their police force. This was an effective engagement event and the Chief Constable indicated his resolute intention to combat hate crime and his desire to continue to host such events in the future.

Non-mosque madrasahs

The team has been working closely with the Muslim Council of Peterborough (MCP) and eighteen teachers / tutors from non-Mosque Madrasahs who were provided with level one Safeguarding training on 24 September 2016 at Jack Hunt school. Further level two training is being programmed in the near future including a refresher training course to those who have already completed level two.

Academic Awards 2016

In addition, the team has been working with the MCP and Peterborough Inter Faith Council to present awards to high achieving students from different schools and mosques. The ceremony was held on 29 September 2016 at Jack Hunt School, when sixty one students nominated from eight secondary schools and colleges plus five Mosque madrasahs were presented with their awards. The awards were well attended and included the Mayor of Peterborough, Chief Executive of Peterborough City Council, Director of Education and Regional Ofsted Director as the chief guest and keynote speaker. In total around 150 people attended and the event has attracted national positive press coverage.

Engaging with Slovakian Community

On 13 October 2016 the Republic of Slovakian Embassy staff were in the town hall to provide consular services to their citizens who wish to renew or apply for new passports. On the day over 110 citizens attended the session and a number of service organisations were able to promote their services including raising awareness of how to report hate crime, public health services, housing services and Healthwatch. The session was well received and the Slovakian Embassy intend to return in February/March 2017 to do a similar counsellor service session.

Engaging with Muslim Community Joint Mosques Group (JMG)

The Cohesion Team facilitated a joint meeting with JMG and senior council and police officers on 17 October 2016. These meetings are held every six months to exchange views and information for the mutual benefit of the local community. A number of strategic matters

are discussed and this provides both sides an opportunity to develop better dialogue and address any issues or concerns that impact on the community cohesion agenda.

Building Block 8: Developing Young People (Matt Oliver)

Supporting Young People to be Active Citizens

The National Citizen Service programme continues to grow with over 200 young people completing the programme since April 2016, this year we have delivered 115% of contracted target. We continue to ensure that high quality social action is completed by young people ensuring that they have a connection to and understanding of their community, so far over 5000hrs of volunteering have been undertaken by NCS graduates this year with beneficiaries such as Little Miracles, Croft's Corner, Peterborough City Hospital, New Ark Farm and The Green Backyard. Through this programme over 40 young people signed up to continue their volunteering journey with us. We continue to ensure that the most disengaged young people have the opportunity to undertake the NCS programme, 23% of our young people were either in care, working with the Youth Offending Service or were NEET (not in employment, education or training) and 30% were from families eligible for free school meals.

Next Steps:-

- Continue to increase recruitment to the NCS programme in order to meet the summer and autumn 2017 target
- Create greater engagement with school principals and heads to embed an opt out model for all year 11 and 12 young people.

The Peterborough Duke of Edinburgh Partnership continues to grow with 2 new delivery centres signing up in the last six months; there are now 19 centres in the City. We are continuing to make progress toward our target of 400 completions, 282 young people have completed their award this year which equates to around 3384 volunteering hours.

Next Steps:-

- Continue to work with DofE delivery centres to increase their capacity to deliver the programme
- Continue to promote the DofE partnership, recruit and enable new delivery centres to increase the delivery of DofE across the City.

The Youth in Localities team continue to deliver targeted projects across the City that support young people to build their Citizenship. These programmes help disengaged young people to find a place in their community as well as make friends and become less isolated. An example of this was our summer holidays programme for Connecting Families where 30 young people took part in social action, helping to maintain the grass areas of the cathedral grounds, raising money for charity through bag packing and helping out at New Ark Farm.

Next Steps:-

- Continue to ensure that disengaged and vulnerable young people have access to personal development opportunities, including citizenship, through the new Targeted Youth Support Service.

Building the Capacity of the Community

We are continuing to engage with residents associations and parish councils to support them to create their own opportunities alongside young people. Presently we are actively working with organisations in 7 ward areas of Peterborough that have expressed an interest in developing their youth offer.

The Government announcement of the Youth Investment Fund has been a catalyst for two established Cambridgeshire youth sector organisations to express an interest in delivering community based delivery in Peterborough. We have supported these organisations to link in with local communities and bid for funding that would have otherwise been lost.

Our continued work around the draft Youth Voice strategy has prompted collaboration with the YMCA, Prince's Trust and Opportunity Peterborough to initiate the Peterborough Opportunity Forum. Once fully established it is hoped that this group will help collaboration, support and coordination across the sector to ensure the increase of quality of opportunities for young people. Terms of Reference are being drafted with a view to a wider collaborative launch in January 2017.

Positive progress has been made in the procurement of the Run a Club cloud based tool for youth groups. It is anticipated that this system will be in place in January ready for staff training, with a public launch in February. This new system gives potential new clubs free access to template policies, processes and resources to help them to deliver their own youth engagement activities and further expanding the city's youth services offer.

The Youth team is now in a position to be able to offer youth work training to community groups that wish to build their own youth offer. Our first course is starting on 12th January which is the level 1 Award in youth work, we have filled 50% of the places (as at the end of November). This is a big step forward in our ability to build capacity in the youth work sector in Peterborough as we now have 2 internal trainer/assessors and a system for internal quality assurance.

Next Steps:-

- Hold an event for the community and voluntary youth sector that sets out the youth enablement offer including the run a club web tool, infrastructure support and training.
- Continue to develop the Youth Opportunity Forum with support from the YMCA, Prince's Trust and other key community and voluntary sector leaders in the City.
- Continue to develop the youth voice strategy and encourage all key youth agencies and organisations in the City to sign up.

Building Block 9: Prevention and Early Intervention (Karen Moody)

At the end of November 2016, 851 families are engaged on the Connecting Families Programme, with one identified Lead Professional, one holistic assessment and one family action plan that is being shared (as appropriate) with those who are contributing to help the family improve outcomes. This is an increase of 163 families since the previous update - this is 96.38 % of the March 2017 target.

We have improved the governance arrangements within the programme including information sharing agreements and grant agreements in place with partners who are receiving direct funding through the programme. The new consent statement and needs list has also now gone live. This is a much more comprehensive document that gains consent to share information on individual family members with a range of partner organisations who may be asked to provide support to the family, together with consent for these partner organisations to provide information back to the council on levels of engagement, progress made and impact on outcomes. This ensures that the council can fully comply with Data Protection requirements.

The 'Access to Employment' programme delivered by one of our third sector organisations as part of our Connecting Families Programme is having a positive impact on supporting individuals to move towards being 'work-ready' with individuals engaging in a wide range of volunteering opportunities.

The early help pathway to support the emotional health and wellbeing of children and young people is having a positive impact in terms of families receiving the appropriate help as early as possible; good quality assessments being submitted to specialist services where a specialist assessment is required and a reduction in the number of inappropriate referrals. This new pathway includes engagement in the Early Help Assessment and engagement with Evidenced-Based Parenting Programmes as well as a range of other support put in around the family to help improve outcomes. Provision of support both pre and post-diagnosis of ASD/ADHD has been mapped to ensure provision meets demand. Additional support in the form of expert parenting programmes and briefing sessions are being co-ordinated and delivered through the parent partnership organisation in Peterborough. In addition, one of our third sector partners has been successful in securing NHS England funding to support families on this pathway through a volunteer programme called 'Health Champions'. Volunteers are trained by the third sector organisation and the support of a volunteer health champion offered pre, during and post any possible ASD/ADHD assessment process.

The 'Helping Hands' volunteer programme being delivered by one of our third sector partner organisations is now well established. There is a part-time co-ordinator who manages and supports a small bank of volunteers. The purpose of this programme is to help families who have received quite intensive high level family support, but who are not yet in a position to be able to sustain progress without a helping hand. We have been able to step-down a number of families to this level of support to help ensure they build resilience to self-manage and access self-help interventions at times of crisis, stress and challenge, therefore reducing the demand on specialist engagement.

Work has now commenced with our partners in Cambridgeshire on producing a comprehensive set of information, advice and guidance pages on 'Early Help' that will be hosted on both the Peterborough City Council web site and Cambridgeshire County Council website as self-help information and advice pages associated with identified needs. Peterborough and Cambridgeshire have agreed a consistent format and QA process for all hosted web pages.

Building Block 10: Health and Social Care Services (Debbie McQuade)

This building block continues to be developed with partners across Health, Social Care, Housing, Voluntary and Community Sector and independent sector organisations providing services for people. There are a number of identified work streams that support older people, people with long term conditions including disabilities, carers and families to deliver integrated services and underpins the Urgent and Emergency Care Vanguard work and the whole system Sustainability and Transformation Plan (STP).

The projects are focused on realignment of appropriate Adult Social Care Services to deliver integrated care and facilitate a 'one team approach'. The development and implementation of this work is based on an agreed set of principles that will continue to shape and design local delivery embracing best practice.

Ageing Healthy and Prevention; The Healthy Ageing and Prevention Programme continues to establish and implement a preventative approach that supports people who do not have, or have not yet developed, significant ongoing health and/or social care

needs. The key priority areas are falls, physical activity and nutrition, dementia, social isolation and loneliness and continence. The project sponsor is Public Health and has clear dependencies with building blocks 1, 2, 4, 5, and 7.

Integrated Front Door; The development of an integrated front door for health and social care is ongoing. There are two key elements to the work stream, the integration of the Adult Social Care front door with the NHS 111 and Out of Hours service and the development of the MIDOS product as a single portal to the directory of health, social care and voluntary sector services - expanding the existing product to incorporate health and social care offers.

Home Services Delivery Model; The Home Services Delivery Model (HSDM) offers joined up capability, focusing on prevention and early intervention and reducing the number of people requiring long term support in their own home by enabling them to regain/retain skills and confidence and will reduce the number of people moving into care homes through home improvements and adaptations. The HSDM has joined up a number of services under a single Head of Service to deliver the above outcomes: Reablement, Therapy services (Occupational Therapy and Sensory Rehabilitation), Assistive Technology, Care and Repair including the Handyperson service and the Home Improvement service. Supporting people to live independently requires that they have access to homes that are appropriate to their needs, helping people to have a choice about where they live when their health and social care needs are high or escalating. The service became operational on 1st October 2016 and is now working towards streamlining processes, removing duplication, and aligning capacity to manage demand with the development of multi skilled teams to increase resilience and flexibility improving outcomes for people.

The next phase of this work will consider how the HSDM can align with the Intermediate Care Tier managed by Cambridgeshire and Peterborough Foundation Trust (CPFT) to further join up capability.

Long Term Care; The support for people that have significant ongoing needs and receive support from a range of organisations. The Case Finding and Case Management work stream aims to support the integration of health and social care in line with NHS England requirements for full integration by 2020 which will enable services to be delivered in a multi-disciplinary, holistic manner. The key objective is to deliver early multi-disciplinary team (MDT) interventions to prevent or delay the deterioration of people's health and social care needs. The MDT approach supports Neighbourhood Teams to ensure integrated working. It was proposed that the next stage would focus on integration with primary care, social care and the third sector.

The next stage of this work stream will be to consider the option of a Multi-speciality Community Provider (MCP) for Peterborough. MCP is one of the new models of care suggested by NHS England to promote health and social care integration. It aligns primary care and community based health and social care services but stops short of full integration.

Working with Care Homes; Although the focus of the work is on supporting people to live independently it is recognised that residential care with or without nursing is the most appropriate choice for people that need it and therefore we continue to support care homes to ensure people receive high quality support that is focused on preventing their needs from escalating. The support is provided from the Council's Quality and Improvement Team and the CCG's Care Home Improvement Team.

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