



# Sefton Health and Wellbeing Board

## Annual Report 2013/2014



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## Welcome to the first Annual Report of Sefton's Health and Wellbeing Board.

This is the Board's first year of formal operation, and this report highlights some of the progress which has been made towards achieving the Priorities and Objectives in the Health and Wellbeing Strategy.

During the summer of 2013, the Board invited the Local Government Association to undertake a '*Peer Challenge*' of the Board and the way it was working. The Peer Challenge team found that the Board had demonstrated a strong commitment to improving health and wellbeing for, and with, its residents and there was good and widespread understanding of the health and wellbeing challenges ahead.

The Board recognised that it needed to review and simplify its partnership structures to enable it to focus on priority outcomes, and to continue to listen to what local people are saying improves their health and wellbeing.

The Board is ambitious, but realistic. Its primary focus in the period 2014/15 – 2017/18 will be to integrate and align the commissioning of health and social care, to provide systems leadership by working with a wide range of partners, communities, stakeholders and people to collectively address or seek to mitigate the challenges faced by people in Sefton

It has been an exciting year and the Board will continue to work with the people of Sefton and its partners to address the challenges that will face us all in the future.

### Councillor Ian Moncur

Chair, Health and Wellbeing Board

[QUOTE FROM MEMBER OF THE BOARD]

The Health and Wellbeing Board in Sefton was formally established as a Committee of the Council in April 2013, having operated in Shadow form for 12 months.

## Membership of the Board

The membership of the Board comes from the range of organisations that have the biggest impact on the health and wellbeing of local people, and those required by Health and Social Care legislation.

- Councillor Ian Moncur, Cabinet Member for Children, Schools, Families and Leisure, Sefton Council (Chair)
- Councillor Paul Cummins, Cabinet Member for Older People and Health, Sefton Council
- Councillor John J. Kelly, Sefton Council
- Dr. Clive Shaw, South Sefton Clinical Commissioning Group
- Dr. Niall Leonard, Southport and Formby Clinical Commissioning Group



- Fiona Clark, Chief Officer, Southport & Formby and South Sefton Clinical Commissioning Groups
- Maureen Kelly, Chair, Sefton Healthwatch
- Phil Wadeson, Local Area Finance Director, NHS England
- Colin Pettigrew, Director of Children's Services, Sefton Council
- Dwayne Johnson, Director of Older People, Sefton Council
- Dr. Janet Atherton, Director of Public Health, Sefton Council



**The aim of the Health and Wellbeing Board is to make a real difference to the health and wellbeing of the people of Sefton.**

The legislation that established the Board also gave it some specific functions:-

- To prepare a Sefton Strategic Needs Assessment (SSNA) of the health needs of the people of Sefton
- A responsibility and duty to encourage integrated working between organisations that plan and deliver health and social care services for local people
- A power to encourage close working relationships between all partners that plan and provide services that can improve the health and wellbeing of local people.



### The Board's role is to

- Encourage integrated working between commissioners of health services, to public health and social care services.
- Encourage those who provide services related to wider affects of health, such as housing, to work closely with the Health and Wellbeing Board.
- Lead on the Sefton Strategic Needs Assessment (SSNA) and Joint Health and Wellbeing Strategy (JHWS) involving users and the public in their development.
- Be involved throughout the process as Clinical Commissioning Groups by developing commissioning plans and ensuring that they take proper account of the Joint Health and Wellbeing Strategy.

The Vision which the Health and Wellbeing Board has adopted is:

**Together we are Sefton – a great place to be!  
We will work as one Sefton for the benefit of local  
people, businesses and visitors**

Underpinning the Vision is the Board's promise as agencies commissioning and delivering services in Sefton, to improve the health and wellbeing of everyone:-

As commissioners  
and providers of  
services we will

- put people at the heart of what we do
- listen, value and respect each other's views
- develop a culture of challenge, ownership, innovation and improvement
- be ambassadors for Sefton
- be responsive and efficient
- be clear about what we can and cannot do

As Leaders we will:

- give direction, be honest
- show confidence, be bold
- be visible, communicate, inspire
- be accountable
- value people

We will work in  
partnership with  
the public,  
partners, providers,  
businesses,  
visitors to enable  
us all to:

- be responsible – everyone to take ownership of their lives
- respect each other, have pride in the Borough
- get involved and have a say about the services that are delivered and the places in which we live and work
- challenge each other and question what we all do



## Strategic Priorities and Objectives

The strategic priorities of the Board have been developed through both understanding the analysis of need and the feedback from our communities, through extensive consultation and engagement. These priorities are for the borough of Sefton, and through partnership working seek to deliver:-



These priorities will be delivered through the following strategic objectives for health and wellbeing in Sefton:-



## Local Government Association Peer Challenge

In May 2013 the Health and Wellbeing Board hosted a Local Government Association led Peer Challenge, as part of a pilot of the Association's wider improvement offer to the new health system.

The Challenge visit took place between 8th and 11th July 2013. The Board saw it as an opportunity to contribute to the development of the national programme and to learn from others and check out its progress. It was held openly and honestly, in order to help the Council and its partners continually improve.

The Challenge focussed on three elements in particular:-

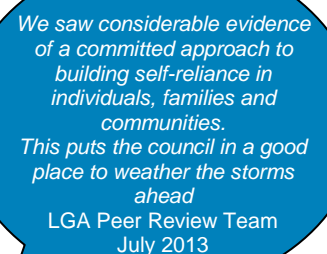
- The establishment of effective health and wellbeing boards;
- The transfer of public health function to councils; and
- The establishment of a local Healthwatch

The overall theme for the Challenge was Community Resilience and Older People.

To ensure the most inclusive outcome for the Challenge, the Health and Wellbeing Board were keen to involve as many partners, stakeholders and community representatives as possible, to showcase examples of working together and patient and public involvement taking place in the Borough.

The recommendations from the Challenge were that the Board should:

- Focus on its priorities
- Simplify and link its partnership structures
- Take time to ensure that Healthwatch plays its full part in the health and well-being system
- Exploit the new Public Health team skills to improve the public's health
- Develop how it examines things to help it understand better and to help partners to work better together
- Further develop how individuals and communities can help to identify their needs and also how they can get involved in the solutions by mapping what is currently in place and building long-term relationships to move forward

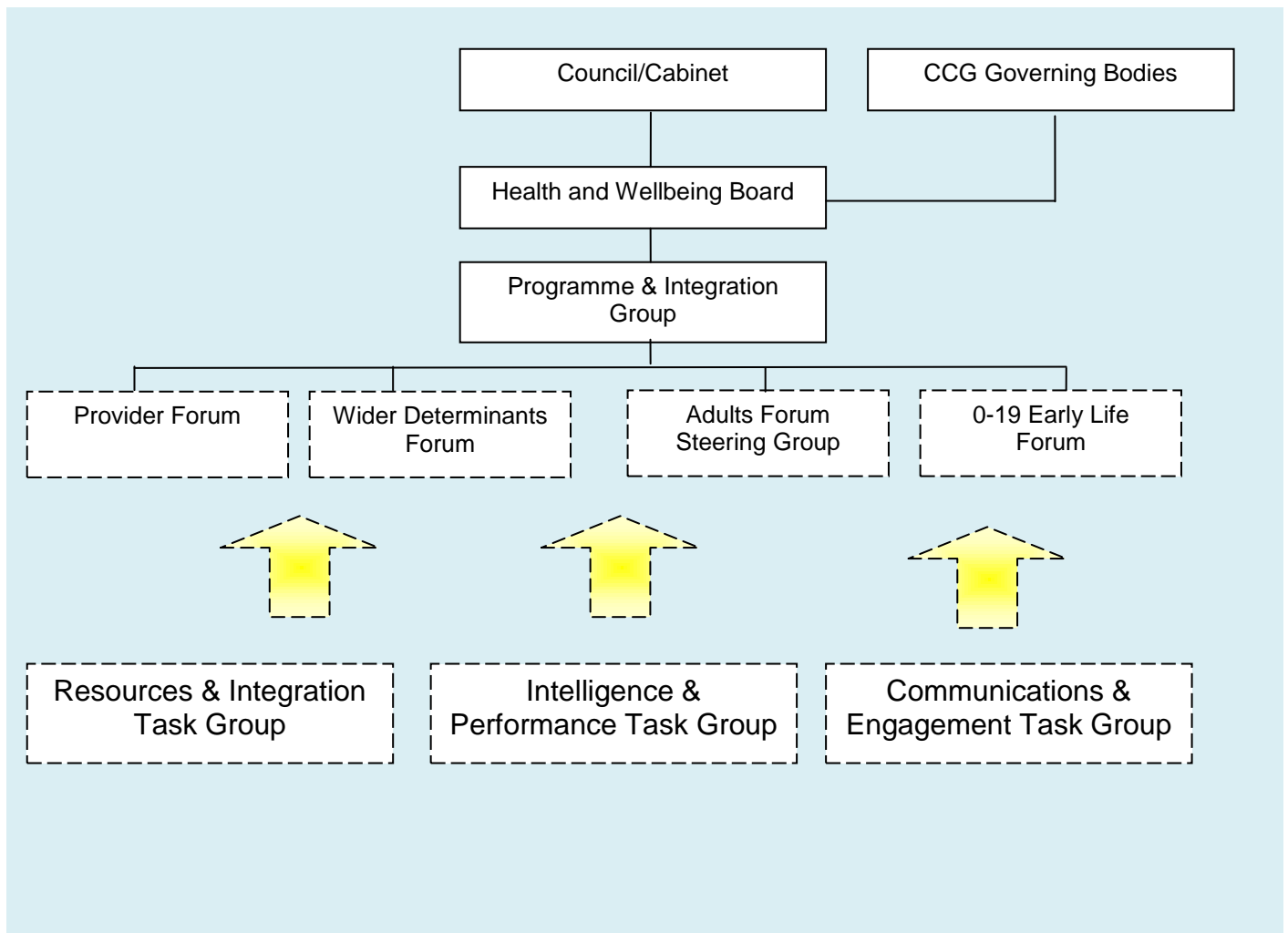


*We saw considerable evidence of a committed approach to building self-reliance in individuals, families and communities. This puts the council in a good place to weather the storms ahead*  
LGA Peer Review Team  
July 2013

## The Structure of the Health and Wellbeing Board

The Board was keen to take on board the views of the Peer Challenge Team, and in particular to review its structures. In August 2013, the Health and Wellbeing Board endorsed a substructure for delivery of work across the range of objectives for the Health and Wellbeing Strategy. This saw the establishment of three forums and task groups. The substructure was later amended in May 2014 to include a Programme and Integration Group, a Provider Forum and a Resource and Integration Task Group, as below.

### Structure of the Health and Wellbeing Board as at 1<sup>st</sup> September 2014



The Health and Wellbeing Board has been listening to the views of residents since it was first established in Shadow Form.



Throughout the summer of 2012, public consultation on the refresh of the Joint Strategic Needs Assessment took place. An informal approach was adopted using the “Planning for Real” method which asked people to think about the area where they live and identify what was important to them. Consultation took place across the whole of Sefton, including at Family Fun Days within local parks, and with different groups such as Sefton Partnership for Older People and People First.

During the past 12 months the Health and Wellbeing Board have carried out consultation and engagement across the borough with partners, providers, service users and members of the public, including young people, on a number of areas, including:

- Development of a Carers Strategy
- Mental Health Plan Stakeholder Engagement
- Big Chats 2 and 3
- South Sefton and Southport and Formby Clinical Commissioning Groups/Better Care Fund public Mini-chats and Sefton Healthwatch Community Chats, including sessions with Voluntary, Community and Faith Sector Networks
- Consultation as part of the Public Health Service Reviews
- Health and Wellbeing Board Stakeholder events

In addition to this, the Health and Wellbeing Board have also reviewed the views and comments from a number of other consultations that the Council and other partners have conducted including feedback from the Aiming High Consultation, the Local Plan consultation, the Learning Disability Partnership Board’s Getting Involved Group Evaluation, the Health First Conference for people with learning disabilities, feedback from the service reviews undertaken by Public Health and some patient experience reports from Healthwatch Sefton.

### You said ... We did

Following on from what residents told us during consultation and engagement events, the Health and Wellbeing Board and its partners have facilitated or taken action on the following:-

#### You Said



People said that they wanted easily accessible, up to date information so that they could find services for themselves



Parents said that services in Children's Centre's support vulnerable families providing a safe supportive environment, working with a range of services



People told us there is a need to cater for older people who are facing financial hardship



People want to have a voice with regard to the services that they receive and that are commissioned on their behalf



There is an inequality in mental health services in north and south of the borough  
(More needed in Southport)



Older people want to stay in their own homes for as long as possible with services close by

#### We did

The on-line Sefton Directory was launched early in 2014. The directory provides information on a wide range of services for adults and children across the public, voluntary and private sectors

Parents and carers from the Seaforth Children's Centre set up Caradoc Kids Club to make a difference for children and young people in their area

Sefton Council provide a home visiting service where two Affordable Warmth Workers assist householders to access funding towards heating and insulation measures, along with assisting residents to reduce fuel bills and fuel debt

The BME Community Development Project run by Sefton CVS hold weekly 'surgeries' for members of migrant communities in Southport

A focus group with mental health commissioners and Sefton's Mental Health User Forum, Sefton Council, and Voluntary Sector Organisations was held in October 2013

One Vision Housing have developed a 10 week project to assist residents living within their supported housing service to keep mobile and healthy and remain independent within their own homes



Healthwatch Sefton was set up to start its work on the 1st April 2013, as a subsidiary company Limited by Guarantee under the auspices of Sefton Council for Voluntary Service (Sefton CVS). Healthwatch Sefton is independent and whilst challenging local service providers, works in partnership to improve health and social care services.



Healthwatch Sefton is all about building relationships with communities and local people. One of the main priorities over the last 12 months has been to continue to build Community Champion Networks. There are 40 Community Champions across Sefton who support Healthwatch Sefton to engage with many different communities throughout the borough. Community Champions raise the profile of Healthwatch Sefton and its aims, helping local residents to have their say in the design and delivery of health and social care services, both locally and nationally. Local people are supported and encouraged to share their health and social care experiences by filling out 'Share your Experience' forms.

## Examples of achievements over the last 12 months:

### Southport & Formby

- As a result of regular engagement sessions at Southport and District Centre for the Deaf, intelligence was gathered that highlighted issues with the interpretation services at Southport and Ormskirk NHS Trust. A report was shared with the Trust to outline the issues raised. A positive response was received from the Trust and the solutions to the issues provided by Healthwatch Sefton have been incorporated into the new contract for the service, which is currently out for procurement.

### South & Central Sefton

- Patients were experiencing difficulty booking audiology appointments at Aintree University Hospital NHS Foundation Trust for the satellite clinic, held at the May Logan Healthy Living Centre in Bootle. Healthwatch Sefton produced a report outlining the issues. The Trust responded positively by taking steps to improve the services at the satellite clinic. A new email system was introduced for appointments, making communication easier for both patients and staff. A new service where patients could have their hearing aids serviced was also introduced at the clinic.

Healthwatch England, the national body that supports the Healthwatch network across England, published their first annual report in October 2013. The work of the Community Champions was one of the eleven areas highlighted in the report as best practice.



Cuts in Council budgets and changes in national policies relating to Welfare Reform Council Tax Benefit Reform, and the Spare Room Supplement (Bedroom Tax), have had a significant impact on the wellbeing of Sefton residents. In Sefton:-



- 4 Trussell Trust food banks have been established which have helped over 4,000 adults and 2,700 children to eat with demand increasing for the services week on week



- There have been over 8,000 applications for the Emergency Limited Assistance Support Fund and the rate of applications is increasing



- Over 400 referrals have been made to the Sefton Helping Hand Service for emergency provision of equipment, bedding and cooking facilities



- Sefton Citizens Advice Bureau has seen a 28% increase in demand for welfare benefits advice since 2011 and a 54% rise in debt relief orders since 2011 – and in terms of clients seeking debt advice, the levels of debt of those clients has increased by 108% in the last year



- 3,140 people, between October 2012 and June 2013, have had their Job Seekers Allowance or Employment Support Allowance sanctioned due to the changes in conditions as part of the Government's welfare reform measures



- Unemployment and youth unemployment rates remain higher than the UK average, with youth unemployment 3% higher than the national rate. The overall International Labour Organisation (ILO) unemployment rate continues to climb and the gap between Sefton and UK continues to widen



- Sefton's largest registered social landlord, One Vision Housing, has seen a 23% increase in void properties as a result of welfare reform changes, which has led to 4,963 people on the waiting list for its stock of 2,783 one bedroom properties, and been left with over supply of 2/3/4 bedroom properties due to the introduction of the Bedroom Tax



- There has been a 489% increase in Discretionary Housing Payments, compared to 2012/13



- The number of homelessness cases dealt with, and the number of interventions made to prevent homelessness, has increased from 493 cases in 2010-11 to 575 cases

During this first year of formal operation, the Health and Wellbeing Board has worked together with its partners to deliver the objectives in the Health and Wellbeing Strategy. The following case studies provide practical details of how we are meeting the health and wellbeing needs of our communities. For more details of other case studies, please visit (insert webpage address)

### Objective: Ensure All Children have a positive Start in Life

#### Caradoc Kids Club



The **Caradoc Kids Club** was set up by 4 parents in Seaforth who wanted to make a difference to the kids living in their area. There was a lack of play & youth provision for young people aged 6-14yrs in the Seaforth area and this was backed up by consultation evidence from the Sefton Strategic Needs Consultation.

#### Outcomes

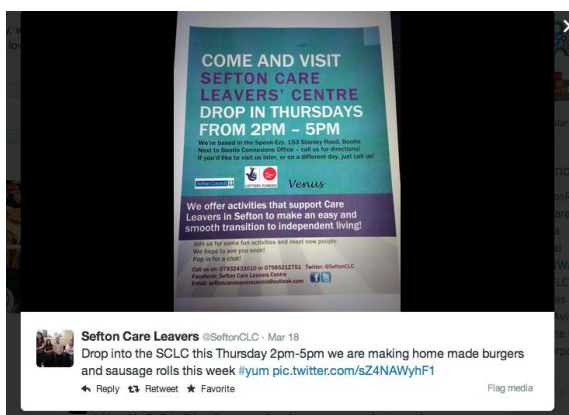
- Parents were encouraged to engage in volunteering opportunities and identify their individual skills and knowledge to take on responsibilities within the group and are now feeling empowered.
- Volunteer parents put forward successful funding applications to One Vision Housing and Sefton Youth Service to support the set up of the club.
- Caradoc Kids Club opens it's doors 1 evening per week for children aged between 6 - 14yrs with approximately 40 children attending the junior club and approximately 16 in the senior group each week
- The Brunswick Youth & Community Group is continuing to work with the club and is offering outreach activities.
- Volunteer parents now have confidence and skills to play an active role in many community initiatives.
- Parents/families are now able to feel confident that their children are in a safe environment interacting with their peers

*I feel positive, enthusiastic, more outgoing and more confident. I feel like I can make a difference. I feel happy*

Comments made by parent volunteer



## Sefton Care Leavers' Centre



Sefton Care Leavers Centre is a support service for Looked After Children/Care leavers in Sefton aged 14-25 years. The project began in September 2014 and is the only non-statutory holistic service for Care Leavers in Sefton. The Centre offers help to support healthy, independent living for Care Leavers including personal safety, confidence building, education, training and employment pathways, healthy cooking on a budget, health & wellbeing, counselling, money management and tenancy/housing support

## Michael's Story (not his real name)

Through engaging with the service and regular one to one support from a worker, Michael felt able to start to talk about his life, his health and wellbeing along with the risks and concerns he was worrying about.

*Before I was coming to the centre I thought I wasn't going anywhere in life and I wasn't doing anything with myself and I had very low moods but since I have started coming to SCLC I feel a lot better in myself*  
Michael (not real name)

He disclosed to his worker that his daughter was under a child protection plan and that whilst he and his girlfriend had made positive changes to their lives, they had been assessed as being in housing that was in poor condition and in a neighbourhood unsuitable for a young child and Michael and his girlfriend were feeling that despite their best efforts to get their housing situation improved, they were not being listened to and would never be able to get their child back. With help from the Care Leavers Centre:-

*I am on a course now and I am starting Hugh Baird in September, I have done my CV and I have also had housing support. My moods have improved a very lot."*  
Michael

- The family have since moved to a more suitable property, have accessed money advice and have been advised that their child can come off the Child Protection Plan and staged return to their home.
- Michael has worked through his aspirations using the Outcomes Star tool. He has accessed accredited courses locally and he is ready to start further education at Hugh Baird College from September 2014.
- Michael has been recognised by his home borough for the achievements he has made as a care leaver in Sefton.
- Michael has recently started to engage with Mental Health Services where previously he had not. He has reported episodes of mental distress and has not sought treatment previously. He has participated in an initial appointment and will attend his full assessment appointment.

## Objective: Support people early to prevent & treat avoidable illnesses & reduce inequalities in health

### Care Closer to Home: Frail Elderly Unit

The Care Closer to Home Programme is a multi-agency change programme. One of the projects within the programme is the establishment of a Frail Elderly Short Stay Unit at Southport and Ormskirk NHS Hospital Trust.

This project has improved partnership working between Care Homes, Primary Care and Secondary Care, including Community based services (Community Matrons, District Nurses and the Community Emergency Response Team). The project has commissioned a number of pilots to test and trial new ways of working between care homes and health services, aimed at reducing the number of A&E attendances and unplanned admissions.

### Case Study



Mrs B is an elderly lady who lived alone with no package of care provided. Her Son died a year ago and she is grieving. She has a number of medical problems and was admitted to the Frail Elderly Support Unit in Southport Hospital. Mrs B had some history of increasing confusion over the past few months and she was now mobilising with the use of an elbow crutch and the assistance of one other person.

Prior to admission her GP had referred her to Social Services but her Nephew said that they had never been in touch. Mrs B's case was discussed in the daily ward Multi Disciplinary Team, which includes ward staff, Community Emergency Response Team staff and Social Workers and a plan for discharge was agreed. Following assessment on the ward it was felt that a period of rehabilitation in Chase Heys Intermediate Care facility would be the most appropriate placement for Mrs B.

While in Chase Heys Mrs B had a personalised rehabilitation plan devised for her and undertook a period of exercises and social rehab so that she could return home with a good level of independence. She also received a full cognitive assessment from the team Community Psychiatric Nurse. Mrs B was also able to see the visiting GP from the Acute Visiting Service in West Lancs. The doctor visited three times a week and was able to identify that Mrs B had developed a Urinary Tract Infection and antibiotics were prescribed.

Mrs B was discharged from Chase Heys after six days and received support with care calls for meal preparation and medication prompts. As she was self-funding the family were helped to find an appropriate care agency. The private package of care was commenced and CERT therapists continued to attend to her in her own home in order to maintain as much independence as possible. Throughout Mrs B's journey the nephew was kept informed and involved with all aspects of care delivered and expressed his gratitude for the full service provided



### Sefton Partnership for Older Citizens : Dealing with Social Isolation

SEFTON  
PARTNERSHIP  
FOR OLDER  
CITIZENS

Sefton Partnership for Older Citizens (SPOC) is an active partnership group which includes representation from three Older People's Forums, and the key providers of services to older people from the public and VCF sectors. In 2010, after consulting older citizens in the borough, SPOC prepared a "Sefton Strategy for Older Citizens" and an accompanying Action Plan, which is reported on a regular basis to Sefton Council's Overview and Scrutiny Committee for Health and Social Care.

Elected Members from this Committee drew specific attention to the difficult and growing issue of **social isolation** and asked SPOC to give even greater attention to identifying and addressing the problem in the borough. SPOC has taken a number of specific steps to tackle the issues in the borough, which include:



- **Creating two signposting booklets** that direct people to organisations which provide opportunities to make connections, stay physically and mentally active, and continue learning.
- **Working with the Clinical Commissioning Groups** to draw attention to the growing problem of social isolation, encouraging GP practices in the borough to hand out the booklet to suitable patients to encourage them to make contact with the organisations.
- **Focusing on the recently bereaved** with the support of the Registrar's Department, a

new leaflet has been prepared to be handed out when a death is registered. The leaflet draws particular attention to the support networks which are available to those who are left isolated after the death of a loved one.

- **A new befriending and re-ablement service:** has been introduced by Age Concern Liverpool & Sefton, aimed at over-50s living in the borough who may find it hard to get out of the house and make new friends. Up to six weeks' volunteer support is offered. A survey was also undertaken to identify how many people in care homes are not receiving any visitors

For me it's all about social interaction, having contact with people and not being lonely ...

Quote from Sefton Strategy for Older Citizens

### Objective: Support older people & those with long term conditions/ disabilities to remain independent & in their own homes

#### Age Concern Liverpool and Sefton Befriending Service

The Befriending and Reablement Service is available to people aged 50 and over, who live in the borough and, are lonely. A Befriending and Reablement Officer visits the person in their home in order to encourage them to set goals to work towards focussing on supporting them to maximise independence & wellbeing and to find a positive outlook.

*“I have been down and lost. The Befriending Service has helped me in so many ways by finding information which I knew nothing about and now it has opened up so many avenues for me.”*

*Jim*

#### Case Study



Jim (not his real name) is 57, and lives alone. He faces a variety of personal and health related challenges - he suffers from macular degeneration and his eyesight has worsened increasingly over recent years. He now needs the support of a guide dog who is his lifeline and friend, Kelsey.

He was discharged from a local eye hospital and has not been contacted for some time to go for an eye check up. He desperately needed support with aids and adaptations in the home due to poor eyesight e.g. placing electrical sockets within easy reach and easy to see.

He was feeling very lonely and isolated and needed the support and a companion through the Befriending and Reablement Service.

The Befriending and Reablement Officer visited Jim and undertook an initial assessment of his circumstances using the Older Persons Star Chart. This assessment resulted in a prioritised and detailed list of actions to focus on

Jim is now linked back into the hospital system for regular eye checks. He attends the local Bootle Macular Support Group regularly and is now volunteering his services to help others with the same eye condition. He also attends the Southport Macular Support Group and enjoys the trip through on the train to meet the group and gain friendship and assistance.

Through liaison with the Riverside Housing Lifetime Services Co-ordinator, the client now has a much safer home environment, enabling him to feel able and capable of staying in his own home. He has had sockets moved to a safe and visible level in the home.



### Merseyside Fire Support Network: Loft and De-clutter Project



Merseyside Fire Support Network, Age Concern Liverpool & Sefton, and Merseyside Fire and Rescue Service offer a range of de-cluttering services primarily to support the needs of people who have serious issues with clutter. The service is available across Sefton and available to all citizens. A Partnership and referral system is being developed, for use by NHS, GPs, Social Services, Sefton Healthy Homes, and Occupational Therapists

The Beneficiaries to the scheme are vulnerable, isolated residents living with mental health problems. People who hoard large amounts of materials quite often affects their quality of life, stops them accessing services such as heating and hot water, and cooking facilities. It also isolates them and puts them in increased danger of slips, trips, falls and illness.

### Case Study

*An Elderly gentleman living in high rise block of flats needed support to remove clutter from flat, to reduce risk of trips, falls, fire injury and hospital visits or admission.*



*Officers from Merseyside Fire and Rescue Service visited the gentleman and removed unsafe heating appliances, installed 3 smoke alarms, and passed on referral for support to the Fire Support Network to remove the clutter. The Fire Support Network supported the man to remove clutter from flat over several visits.*

*The Gentleman is now able to use heating and cook food in his flat. The risk of trips and falls, fire injury and hospital visit or admission has been reduced*



## Objective: Promote positive mental health and wellbeing

### Merseycare: Recovery College

*Taking Responsibility of my life has given me control of my future. It's a wonderful feeling knowing that I am in charge of my own destiny."*

**Frances**

The Merseycare Recovery College has been developed from the concept and guidelines created by Centre for mental health and ImROC (Implementing Recovery through organisation change), and supported by the Government policy '**No health without mental health.**', where promoting recovery is central in helping people achieve their goals and aspirations.

The Recovery College runs like any other college, providing education as a route to recovery, not as a form of therapy and giving the student the power and choice to decide if to attend a course and what course to attend. The College is trying to change a mentality from; 'I've signed you up to this...' to 'have a look at this, you may be interested in this...' thus shifting the organisation and its services to a more recovery focused approach

Currently the Recovery College is open to anyone who is in receipt of Mersey Care services, their family members, Carers, Trust and Partner agency Staff. Students simply select a course that interests them from the curriculum, enrol and attend at the designated venue, thus enabling them to take control of their recovery journey through learning. Courses include, Anxiety Management, Confidence Building, Job Seekers Tool Kit, Living Life to the full, Mindfulness, Self Esteem, Understanding Depression, Understanding Psychosis.

The College has been able to establish partnerships with the May Logan Centre in Netherton and the Atkinson Centre in Southport and developed further partnership working with Imagine mental health charity.

*I have not only enjoyed learning new things, but really enjoyed the chance to meet new people and make new friends.*

**Erica**

The Recovery College has already begun to co-deliver a different kind of mental health service with a person centered approach to the needs of the students who complete courses.

### Expect Limited : support for people living with mental illness and/ or learning disabilities.

Expect provides a range of services for people living with mental illness and/ or learning disabilities, upholding a strong community approach and focus the efforts of highly trained, motivated staff on supporting some of the most isolated individuals in the community. Expect aims to promote the value of ordinary living opportunities and eliminate the segregation and stigmatisation of people who consider themselves to be disadvantaged by reason of their physical health, mental health or learning disability

#### Case Study

Carol is 27 years old woman who lives with enduring mental illness. Six years ago she was admitted to a local hospital psychiatric unit following an acute deterioration in her mental health. She was refusing to eat and observed becoming more and more isolated.

On leaving hospital Carol moved to one of Expect's small supported living units. Although no longer requiring in-patient treatment Carol nevertheless continued to display symptoms of mental illness. A significant manifestation of her illness was her almost irrational and deep mistrust of men and this impacted on her capacity to undertake tasks associated with normal daily living.

Expect staff worked closely with her to build her confidence, supporting her in the performance of day to day tasks such as cleaning, cooking, shopping, bill paying, budgeting etc. They also encouraged her to read, providing basic reading and writing skills. Carol enrolled on a catering course at a local college, successfully completing her training and receiving a recognised qualification



Carol was also supported to attend "Drop-In" sessions at the Bowersdale Resource Centre, where she met new people and joined in group activities.

She became an active representative/spokesperson for other Service Users and has since delivered presentations in relation to Healthy eating, sex education, drink/drug awareness and general well being.

#### Outcomes

Carol's new found confidence and improved life skills have allowed her to move in to her own tenancy.

She is actively involved in supporting people living with Learning Disability and/or experiencing mental health difficulties and makes a positive contribution to the community.

Her mental health has improved.

**Objective: Seek to address the wider social, environmental and economic issues that contribute to poor health and wellbeing**

### One Vision Housing – Independent Living Team



The Independent Living Service at One Vision Housing helps to provide housing for individuals or families who require assistance to live independently in their homes. Locally based staff work with tenants to help them get the right kind of assistance to help them to overcome obstacles and find out what's important to them; whether this is achieving a lifetime goal or simply meeting new friends. The Service will help tenants to access other agencies, such as services that support health and wellbeing; access volunteering, learning or social activities; understanding their tenancy; claim and maximise benefits and other income, and manage their money if they find this difficult.

### Case Study

*A customer was suffering from being unable to afford his 2 bedroom flat due to the Spare Room Subsidy, etc. He tried to pay all his extra bills such as Council Tax, & Spare Room Subsidy but was struggling as his benefits were cut due to him being assessed for his health conditions.*

*The following action was taken to support the tenant*

*A Housing Action Plan was developed he was moved into a 1 bedroom flat, which meant his arrears on his account did not get any worse and he agreed to set up a payment plan to pay off his arrears. He was offered a full furniture package, which meant he could cook a Christmas Dinner for his family for the first time in 15 years. He also received support from financial inclusion to look at his benefits*

### Outcomes

- The Tenant is able to manage his tenancy and income.
- He is very content and happy in his home.
- He feels proud of his home and has felt more able to have his family in his home.



### Waterloo Community Association – Community Kitchen



Waterloo Community Association has set up a Community Kitchen which is targeted at local residents but in particular at vulnerable people and those at risk of social isolation. This is open one day per week at lunch time to provide a nutritious meal at little or no cost, depending on circumstances. It is run by volunteers but all have completed a food safety course and several have a background in the food industry

The Community Kitchen is open one day a week at Waterloo Community Centre and provides a choice of two or three courses for lunch which has been cooked fresh on the premises. A hot nutritious meal is provided to local people who also have the opportunity to interact with other people including vulnerable and elderly residents, local volunteers, local workers (staff from a local garage attend regularly) and feel part of the local community.

The centre is warm and welcoming and advice on activities is available.

The food bank has directed several clients to the Community Kitchen and a voucher scheme for referrals is in the process of being developed.

### Case Study

A young man (early 20s) arrived at the Centre looking for the food bank. The food bank is located in the building opposite but was not due to open for another hour. The young man informed the Centre Manager that he had been provided with a voucher by the job centre for a food, which he showed to her, as he had no money and had not eaten for several days. He was distressed, embarrassed at his situation, and obviously in need of food. It took some time to persuade him to stay and eat but the Manager managed to do so. A meal was provided to him, free of charge, and he stayed until the food bank was open.

### Outcome

The young man was very grateful for the meal and could not thank the Centre Manager enough, offering to wash dishes or brush the floor by way of thanks.



## Health & Wellbeing Objectives: Achievements

### Objective : Build Capacity and resilience to Empower and Strengthen Communities

#### Sefton Council: Welfare Rights Advisory Service

Sefton Council's Welfare Rights Team, consisting of a number of trained advisers, are able to provide advice and guidance for people who live or work in Sefton across the entire range of Welfare Benefits. Although the service is universal, every effort is made to support those vulnerable members of the local community who are experiencing severe hardship. The team work in collaboration with the Food Bank Network, Emergency Limited Assistance teams and with hospital discharge teams and other partners.

Sefton Council 



Between April and September 2013 Sefton Welfare Rights Service helped 1,900 clients, providing general benefit checks, help with completing claim forms, appealing against DWP decisions and carrying out back to work calculations. During this period they generated £765,000 for Sefton residents (annual figure).

A telephone advice line is operational 4 mornings a week, which has dealt with 1m100 calls during this period. Advice is provided at 6 sites across Sefton, and 51 home visits were completed for residents who are unable to attend an advice session.

24 training courses have been provided to 373 people, including partner organizations and social care staff predominantly on Welfare Reform and Migrant support. Additionally a new advice session has opened at South Sefton Food Bank in October 2013

The team have supported the new Emergency Limited Assistance Scheme (ELAS) which the Council took responsibility for on 1 April 2013. The following is a case study which shows how the Welfare Rights Advisory Service supports residents

#### Case Study

*A lady and her daughter both had their Employment Support Allowance stopped following medicals, and had no income. Their situation was dire when they contacted the team on a Friday morning as they had run out of food and had no gas or electricity.*

*The team were able to refer to ELAS who assisted with a food voucher and gas/electricity tokens to meet their immediate need. This gave the Welfare Rights advisor time to assist with re-instating one Employment Support Allowance, and*

### Sefton Council for Voluntary Services: The Volunteer Centre



The Volunteer Centre Sefton works with individuals and organisations across the borough to promote, develop and deliver high quality volunteering opportunities through the brokerage of opportunities, organisations and people. This service contributes to building the resilience of groups and individuals.

It supports the increasing number of people engaged in volunteering in Sefton by referring potential volunteers to voluntary opportunities within the voluntary and statutory sector via a variety of methods including one-to-one interviews, newsletters, website registration and via the **Do-it website**. The Volunteer Centre also supports accreditation and recognition of volunteers by providing certificates of achievement.

The Volunteer Centre provides recruitment and brokerage services for local groups and people wishing to volunteer their time with local organisations. It holds a database of opportunities, match volunteers and organisations and provide all the good practice, advice and support in managing and recruiting volunteers.

### Outcomes

The Volunteer Centre has supported a number of significant events in Sefton including the successful world record Olympic rings attempt on Crosby beach involving 5,500 schoolchildren, which also heralded the arrival of the Olympic torch in Sefton.

The centre also worked with Sefton Council to support groups affected by public sector service reductions, helping them to consider other options such as self-management.

The Volunteer Centre Sefton has dealt with 4,647 volunteer enquiries & supported 381 organisations with their volunteer recruitment during 2013/14. At the end of March 2014 they were advertising 704 opportunities on behalf of 454 groups.

In 2013 the Volunteer Certificate scheme recognised 206,400 hours of volunteering with a socio-economic value of £2.6 million and 10,428 hours of volunteering by young people as part of the National Citizen Service programme. This equates to an economic contribution of £38,375 based on 2012 minimum wage rates for 16-17 year olds

We are not standing still, and will continue to develop the work of the Health and Wellbeing movement in Sefton. Some of the major headline plans/policies for the next 12 months include

Our plans/policies	By when
Publish strategies and plans to help carers, dementia sufferers, older citizens, children and young people, suicide prevention, mental health, and end of life care, which align with the strategic objectives for Health and Wellbeing	October 2014
Publish Southport & Formby and South Sefton Clinical Commissioning Groups' Five Year Strategic Plan	October 2014
Develop and publish the Council's Corporate Plan	October 2014
Publish the next formal Health and Wellbeing Strategy and recommend it to the Cabinet and Council and South Sefton and Southport and Formby CCG Governing Bodies for approval	October 2014
Further refine and publish a Performance Outcomes Framework and Performance Dashboard for this Strategy	October 2014
Carry out an older person's housing study	November 2014
Publish a refreshed Sefton Strategic Needs Assessment	December 2014
Carry out consultation on the Publication of the draft Local Plan	December 2014
Submit the Local Plan for Public Examination	March 2015
Develop a 5 to 10 Year Plan which will lead to person centred, integrated care, health and wellbeing	April 2015
Work with communities, to understand their priorities better and use this to inform our plans during 2014/15	Always
Work through the Board Sub-Structure and with wider partnerships to maximise the Sefton £	Always

Sefton's Health and Wellbeing Board would like to formally thank

- Sam Tunney and the members of Sefton Council's Business Intelligence and Performance Team for their hard work and diligence in supporting the Board and its work this year;
- Officers from other sections and teams within the Council for their support in taking forward the work of the Health and Wellbeing Board by aligning work and strategies to us;
- Officers from South Sefton and Southport and Formby Clinical Commissioning Groups, for their support and hard work in supporting the Board and its work this year;
- Members and officers of Sefton HealthWatch for undertaking their important role;
- Members and officers of Sefton CVS for their support and hard work;
- Our wide breadth of partners who are involved in helping to implement the Health and Wellbeing Strategy to improve outcomes for Sefton residents....

....but mostly the people of Sefton for their continuing support, knowledge and honesty in telling us what is needed in their communities.

This first year has been largely a development year, but the journey has begun. We hope you'll be with us as time and plans develop.

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