

# **STOCKPORT PREVENTATIVE SERVICES**

## **BULLETIN No. 1**

**OCTOBER 2015**

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## **INTRODUCTION**

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In 2014 Stockport Council commenced a piece of work to redesign and improve the prevention offer to Stockport residents and target those who could most benefit from preventative support. The strategic objectives for that work were:

- Maintain and improve wellbeing and health
- Intervene early and effectively
- Create innovation and an asset based approach
- Build capability and resilience in communities and empower individuals
- Enable independent living and self-care
- Enable co-ordinated and integrated services
- Improve value for money
- Increase levels of economic independence

Throughout 2015 we have commissioned 6 services in two phases, all of which contribute to the delivery of the following outcomes:

- Reduce or delay the need for more intensive support and increase the numbers of people living independently
- Improve inclusion, engagement and reduce social isolation
- Improve living environments to reduce known risks and increase personal resilience
- Maximise quality of life and wellbeing e.g. housing, employment, meaningful social and civic engagement, health etc.
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Prevention has a new and vitally important focus in health and social care delivery and, under new legislation, preventative services must make a focussed and tangible contribution to the local care and health economy (prevent, reduce, delay). We set out to optimise what we can provide to a wide range of vulnerable people, ensuring people who need support get it; and that people are able to make informed choices and look after themselves.

Our new range of preventative services must work collaboratively to identify, target and go on to support, in a holistic way, Stockport residents who most need help to stay living safely, independently and well in their own homes and communities; with volunteers and peers playing a key role alongside, and within, the community and voluntary sector helping 'people to help people'

Ultimately we are aiming to make Stockport communities stronger, residents healthier with improved health and wellbeing; through residents being supported to be more resilient, self managing, independent with hope and purpose to make the very best of an individual's capabilities.

**Commissioners, Stockport Council**

# ADVOCACY CASEWORK

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Since the award of the contract at the beginning of April we have had to adapt to many changes, juggle many balls and keep smiling! The contract covers the new role of the Care Act Advocate and the already established Independent Mental Health Advocate (IMHA) and the NHS Complaints Advocates. The staff team has an additional six workers making a full complement of 11, plus a newly recruited apprentice. To date we have had in excess of 295 referrals covering all elements. Examples are supporting individuals with complex needs whose care and support needs are being transferred from SMBC to independent care providers, to providing support to older people who find themselves in need of assessments, through to complex resolution and ombudsman reports for NHS complaints. Also the support provided by the IMHA ensures individuals understand their rights within the constraints of the Mental Health Act.

As we find our feet and the other commissions strengthen it is hoped we will be able to widen the scope for taking referrals from other than Social Workers and other identified professionals in the New Year.

We also have independent funding to provide support to people with a learning disability over the age of 16, living within SMBC.

Please feel free to ring if you feel we can help in anyway 0161 480 8979.

**Mary Edwards**

**Stockport Advocacy**

**Land O' Cakes, 48 Middle Hillgate, Stockport SK1 3DL**

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[www.stockportadvocacy.org.uk](http://www.stockportadvocacy.org.uk)

# TARGETED PREVENTION ALLIANCE (TPA)

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## **STOCKPORT TPA**

Targeted Prevention Alliance

The organisations who come together as an Alliance to run the TPA are Age UK Stockport, FLAG, NACRO, Relate Greater Manchester South and Threshold.

This is an update to the last TPA bulletin in July 2015.

### **Staffing**

We are pleased to say that in November we will have a full staffing complement. This includes Community' Connectors, a number of new Key Workers and the senior team including four Senior Key Workers and the following:

- Hayley Misell, our new Operations Manager
- Emily Brown, People Helping People Manager
- Sarah Smith, Alliance Manager

### **Locality Teams**

From November, the TPA will align with the four locality hubs and be part of the integrated health and social care teams. This is an exciting move forward for the TPA as we become established across the borough and will ensure that we are accessible to all local people and communities. Each of the localities will have a TPA Senior Keyworker lead:

- Sue Connell (Age UK Stockport & FLAG) will take the lead for Marple & Werneth Tina Mather (Age UK Stockport) for Cheadle & Bramhall
- Hannah Adamson (Threshold) for the Heatons & Tame Valley
- Siobhan Myers (Nacro) for Stepping Hill & Victoria.

Our four Community Connectors will also be primarily based in the four localities and will be working closely with Stockport Council's Relationship Managers and the integrated teams at the new Locality Hubs.

### **What we do**

The support we provide is bespoke and person-centred and available to adults 18+ with no upper age limit. It aims to promote self-reliance and independence and build upon individual strengths. It is important that we don't duplicate support with other agencies so we work collaboratively with other organisations to ensure the support we provide is effective.

For example to support emotional wellbeing we work closely with the Access and Crisis Team and Healthy Minds and attend weekly meetings at Stepping Hill to ensure that people who require support around their emotional health receive it.

We also work with lots of other stakeholders such as the Contact Centre, the Multi Agency Safeguarding & Support Hub (MASSH), Community Safety, Counselling Services and a range of voluntary sector organisations.

## Referrals

Although we will be locality based, our Central Office (FLAG) is still our main office where referrals are processed and allocated.

Referrals can be made directly by an individual seeking support, or an organisation, friends or family on their behalf. They can be made direct to the service either using the short adults at risk referral form.

<https://stockport.egovhub.net/Org/Production/Apps/SemitaemaarsReferral/Launch.aspx> - This is an interim web based solution and referrals need to add TPA after their name.

Or using the online full assessment form.

<http://www.stockport.gov.uk/services/socialcarehealth/adultsocialcare/workinginpartnership/tpa/>

We are currently in the process of developing a streamlined online referral form.

If you have any queries about the referral process, please call us on 0161 474 1042.

## Don't forget you can find us as follows:

Telephone – 0161 474 1042

Website - <http://www.stockporttpa.co.uk/>

Facebook - Stockport TPA

Twitter - @StockportTPA

Care Knowledge Blog – see website and watch out for a new one soon.

Plus the **TPA Leaflet** is also now available.

# ALLIANCE FOR POSITIVE RELATIONSHIPS (APR)

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The new service started delivering services on 1<sup>st</sup> August 2015 and is delivered through an Alliance model. The Alliance partners are::

- Stockport Homes
- Stockport Without Abuse
- Stockport Women's Centre
- Relate Greater Manchester South

Here are the key points of the new model:

- Proactive and innovative approach to understanding and addressing underlying factors in the prevalence of domestic abuse.
- Better early intervention, improved information sharing to prevent escalation to crisis.
- A whole family approach, working collaboratively with other professionals, providers and wider groups to increase life chances for children and families.
- Optimise the resources we have, ensuring people who need support get it
- Equal emphasis on victims and perpetrators
- Equal emphasis on men and women as both victims and perpetrators
- Innovative and proven ways of effectively addressing inter relationship violence
- A strong community focus – we need to find a way of ensuring that wherever possible, solutions are sought which empower and enable victims and children to live independently and safely, to prevent escalation to crisis a coordinated community response
- A changed dialogue at every level, based on an asset, rather than deficit and dependency model.
- Innovation in delivering support proportional to standard, medium and high levels of need
- Restorative family support at an early stage
- To ensure enhanced safety of children who live with domestic violence
- Expertise in strength based approaches, particularly with perpetrators
- Community and self help focus
- We need to work with victims and perpetrators to promote understanding about the positive elements of their lives – and what these collectively attract - and the negative elements.
- Negative elements singularly might be manageable but need to understand cumulative effect of overlapping issues requires a different approach.
- To have a motivational and aspirational delivery style at every level

## Referrals

Referrals can be made directly by the person who is seeking support, or an organisation, friends or family on their behalf. These can be made direct to the service either using the short adults at risk referral form.

<https://stockport.egovhub.net/Org/Production/Apps/SemitaMaarsReferral/Launch.aspx>

This is an interim web based solution and referrals need to add “APR” after their name.

To assist with the transition to the new service we are piloting a month of very close working with the MASSH to ensure that new arrangements are integrated with the pre-existing domestic abuse pathway and screening tool. All referrals for domestic abuse should be forwarded to Children’s Contact Centre to access this process.

We are continuing to develop on-line facilities to streamline the systems and the information requested.

### **What happens next?**

A member of the APR team will contact you by phone, or, if this is not possible, by letter or email. In some situation where the need is urgent we will arrange a visit straight away.

Wherever possible we will provide early information and advice to start to get you to the help you need.

For circumstances which may require more in depth support, we will listen and talk through issues. We may ask to meet you at a place you are happy with and work out together what are the best options.

We won’t take action without your permission. It’s all by agreement and negotiation. The exceptions to this may be some circumstances where there is serious health and safety or safeguarding risk.

Sharing of information with others (subject to exceptional situations) will always be with your informed consent.

We will be seeking to agree with you what you want to achieve with your life, what are the barriers holding you back, and how you can overcome these to help you achieve your goals.

We will adapt the service as we go along and learn from feedback from people with whom we are working.

### **For further information**

Please contact Kerry, the APR operations manager at [kerryreddy@stockportwithoutabuse.org.uk](mailto:kerryreddy@stockportwithoutabuse.org.uk)

# **WELLBEING & INDEPENDENCE NETWORK (WIN)**

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This is a new network of three main services which will provide very practical help to adults who would otherwise find it very difficult to organise the support they need to remain independent and well. This assistance is aimed specifically at older people, people with a wide range of disabilities or poor mobility, and their carers. Users of the service may be either overcoming a sudden event or illness or they may need some short-term help to live a normal and independent life or to stop a crisis from happening. The WIN services will also be able to plan tailored support for people whose needs are very specific.

## **LOT A – WELLBEING AND INDEPENDENCE AT HOME**

This service focuses on support in and around someone's home environment and is designed to enable people to continue to enjoy living in their own homes, independently and safely. It will provide short-term support or help people to organise longer-term arrangements to do things like shopping, maintaining and cleaning their home and gardening and it will also do home safety checks, look at improving fuel efficiency and the warmth of a house. It may also suggest the need for aids and adaptations which make a home easier and safer to live in as people's needs change. It is provided jointly by Age UK and Stockport Homes and will be prioritised towards people who are overcoming acute or sudden changes in their circumstances.

Lot A also has a Spot Purchase element that will be used to fund practical support to individuals outside of the core offer to enable a quick and flexible response where needed to ensure people can live independently and safely in their own homes. This will be accessed in the same way.

For further information, or to access the service, please contact on 0161 480 1211 Monday – Friday 9am – 5 pm

There is an out-of-hours mobile number for urgent weekend referrals and hospital discharge support operated currently available 9am – 6 pm Saturday and Sunday. This number is 07584 394842.

There was a soft launch of the WIN at Home service on the 1<sup>st</sup> October 2015 Referrals are being taken for all parts of the service on the number above.

## **LOT B – INDEPENDENT LIVING AND WELLBEING IN THE COMMUNITY**

Having a good quality of life, which is fulfilling and enjoyable, is an important part of independent living. This service will support people to take part in a wide variety of social, civic, leisure, learning, work or volunteering opportunities, where they would otherwise find it very difficult to get involved because of physical or emotional ill-health, a physical or sensory disability, or caring responsibilities for instance.

The service will help people to identify how they would like to become more socially active and involved in their communities and even use their own life skills and experience to help other people. The service will play a part in reducing social isolation and loneliness which is known to undermine health and wellbeing. Appropriate support will be given to help people to take part from a partnership of experienced, local organisations. These are PURE Innovations, Disability Stockport and Stockport Homes.

We are still in the process of recruiting staff at this stage and aim to be in a position to take referrals in mid November.

There will be a dedicated land line again to be operational in November in the meantime please use the following numbers for urgent enquiries.

Rachel Jones 07595001997

Louise Parrott-Bates 07595001998

## **LOT C – WELLBEING AND INDEPENDENCE THROUGH COMMUNITY TRANSPORT**

Transport is an important component in how we organise our lives. Reliable, accessible, affordable and flexible transport can make a positive contribution to people's independence, especially as they age, become less mobile or acquire a physical or sensory disability. This Community Transport Service is being provided by two experienced local organisations, Stockport Car Scheme and EasyGo Community Transport, which will include individual travel and group travel in cars and accessible mini buses. It will organise and provide journeys for adults who struggle to use public transport to places as diverse for example as hairdressers and care homes, for reasons which could include visiting family, social events, rehabilitative exercise, shopping and medical . We also take carers to appointments either on their own or with the person they care for.

Please ring 0161 476 2812

## **WELLBEING & INDEPENDENCE THROUGH SOCIAL ACTION AND COMMUNITY SUPPORT**

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### **(Lot D of the WIN tender)**

A fundamental aspect of the change that Adult Social Care wants to implement as part of its Preventative Commissioning Strategy is to escalate and support the continued growth of social action and mutual support from within people's own communities, which is provided by local people or community groups in an informal but organised way. We believe that informal community and peer-led support already plays a significant role in contributing to individual and community wellbeing in Stockport and that it has the potential to complement wider voluntary and public sector services in supporting people's quality of life and independence. During the summer, as part of the Wellbeing and Independence Network tender, we attempted to commission an asset-based community development led service, but we were unable to appoint.

The emphasis in the commission was to focus on population groups which are regarded as a priority by Adult Social Care, because of their size and known needs. These include older people, in particular the frail elderly; people with a wide range of permanent or temporary physical, sensory and learning disability; and the people that provide informal care for them. Community-led help and support typically involves building mutual support, facilitating connections and enabling inclusion and so, in line with this, Adult Social Care believes that community and peer support is particularly well placed to help address things like loneliness and social isolation; to promote and foster emotional wellbeing and support inclusion of the population groups mentioned above.

The way forward is still under discussion and it is important that Adult Social Care takes account of internal developments within the Council, in particular since we issued the WIN tender. We need to work through these to get the best possible benefit from this important investment, as well as take account of the views and insight from the voluntary and community sector itself.

More information on next steps and timelines will hopefully be available by our next Bulletin in November.

**Sarah Newsam, Head of Health & Wellbeing, Stockport Council**