

CABINET SECRETARY (RESILIENT COMMUNITIES) – COUNCILLOR GRAHAM CAIN

The Resilient Communities area covers my portfolio and those of:

- Councillor Kathryn Benson (Schools and Learning)
- Councillor Amy Cross (Adult Services and Health), and
- Councillor Maria Kirkland (Third Sector Engagement and Leisure Services).

The full details of the portfolio areas can be found on the Council's website at <https://www.blackpool.gov.uk/Your-Council/Your-councillors/Executive-members.aspx>

Strategic Issues

New Volunteering Strategy

We are currently consulting with the Trade Unions and other key stakeholders over proposals to establish a new corporate approach to the coordination of volunteering across the Council. This work builds on the concept of "Active Citizenship" as a way in which we could work collaboratively with partners in the third sector and other local public agencies to encourage people to play a more active role in their communities.

The Resilient Communities Scrutiny Committee, following a report in November 2015, identified the task of producing a more corporate approach to voluntary work across the Council's services as a priority.

Progressing this area is also central to the theme within the Council Plan 2015/ 2020 of developing Priority 2 'community resilience', as well as providing more structured volunteering opportunities linked to improving people's skills and work readiness and all of this also links to the Priority 1 economy.

A report is due to go back to the Resilient Communities Scrutiny Committee in April 2017.

Fylde Coast Self-Care Strategy

As part of the Vanguard Communication and Engagement work-stream, we are in the early stages of developing a Self-Care Strategy across the Fylde Coast. The strategy will include three key elements of work:

1. Encouraging and supporting self-care for individuals (and their carers) with existing long-term conditions, particularly as part of the Extensivist and Enhanced Primary Care programmes of the Vanguard New Models of Care programme.

2. Building community centered approaches to health and wellbeing to ensure individuals and communities have the knowledge, skills and support needed to self-care.
3. Promote and develop prevention opportunities in order that people and communities can make informed choices on lifestyle and behaviour to maintain their health and build resilience to ensure that they know when and how to access help should they need it.

The aim of the strategy is to connect local organisations and communities through effective partnership working. This will require both a system and cultural change in order to ensure a consistent approach and must be incorporated across care pathways, from first contact and throughout.

The aim of the Self-Care Strategy is to activate and empower people to become more confident to manage their own health and this strategy is being developed on a Blackpool, Fylde and Wyre footprint in order to maximise opportunities to embed this work within the Vanguard New Models of Care programme.

Policy Issues

The Children and Social Work Bill

This Bill has now had its second reading and is moving on to the committee stage in the House of Commons. The Bill if approved in its current form will:

“ensure that children can be adopted by new families without delay; improve the standard of social work and opportunities for young people in care in England.”

The core provisions of the Bill are the creation of:

- A new 'Care Leavers' Covenant' underpinned by a statutory duty requiring Local Authorities to publish the services and standards of treatment care leavers are entitled to.
- A new context for the social work profession, by introducing more demanding professional standards and setting up a specialist regulator for the profession.

The main elements of the Bill are:

Looked-after children and care leavers

- Standards for how Local Authorities should act as a 'corporate parent' to support children in care and as they move into adult life.
- A requirement on Local Authorities to consult on and publish a 'local offer' to care leavers, setting out the services they are entitled to.
- An extension to the right to a Personal Adviser, someone who will make sure care leavers receive the support they need as they transition into adulthood, to all who want one up to the age of 25.

Adoption

- Ensuring courts and Local Authorities take better account of a child's need for stability up to the age of 18 when making decisions about their future.
- A duty on Local Authorities and schools to promote educational achievement for adopted children and those in the long-term care of family members or guardians.

Regulation of social workers

- A specialist regulator for social work, to enable a clear focus on standards and effective training and development.

Children's safeguarding

- Better protection of children by ensuring that lessons are learned from serious child safeguarding cases.
- Support for innovation in children's social care by allowing Local Authorities to pilot new, innovative approaches.

The provisions concerning adoption decisions apply to both England and Wales. The remainder of the Bill covers devolved matters and applies to England only.

Transforming Services

Schools, Standards and Effectiveness

Following the restructure of School Improvement over the summer, the Local Authority is working closely with all stakeholders in education to establish a School Led System, which is led by both the Executive Board and the Blackpool School Improvement Board (BSIB).

The BSIB includes a wide representation of all stakeholders in education across schools in Blackpool. The second meeting of the Board took place on 9 December 2016 and the agenda included a data overview, which prompted members to agree on focused priorities, which are based around measurable outcomes. The five priorities are:

- Aspiration and Achievement
- Developing Leadership
- Teaching and Learning
- Inclusion and Welfare
- Effective Transition

All members will sign up to one of the above priorities and will steer key questions and actions that can be used to address the issues. These will be revisited at each BSIB meeting to monitor progress and outcomes. This structure will fit into the regional reporting mechanism of BBCL (Blackburn, Blackpool, Cumbria and Lancashire).

Transforming Care

Transforming Care aims:

- To improve services for people with learning disabilities and/ or autism, who display behaviour that challenges, including those with a mental health condition; and
- To drive system-wide change and enable more people to live in the community, with the right support, and close to home.

The Transforming Care agenda has evolved from the Winterbourne View Concordat, published by the Department of Health in 2012 in response to the Winterbourne View scandal. The Concordat, with support from national partners and health and social care commissioners across the country was designed to transform services for people with learning disabilities and/ or autism and other challenging behaviour by developing and implementing plans to resettle people from secure and other specialist out of area hospitals to appropriate community settings within a specified timeframe.

Following a series of reviews by NHS England to determine progress in delivering the Concordat it became clear that the ambition to move people to community-based support would not be achieved within agreed timescales and is a more complex process than first anticipated. Recognising this, NHS England commissioned Sir Stephen Bubb in 2014 to produce a report 'Winterbourne View – Time for Change' on how to accelerate transformation and to make recommendations about what needed to be done to achieve systemic change. This report has informed the Transforming Care agenda, building on the work of the last few years and accelerating progress where it has been slow, whilst maintaining a commitment to seeing a substantial shift away from reliance on inpatient care.

Following the Bubb Report, NHS England launched the Fast Track programme in June 2015 providing extra support to areas with high numbers of people with a learning disability in specialist out of area hospitals with a focus on closing inpatient beds and strengthening services in the community. Six fast-track sites were identified, each receiving technical support to draw up transformational plans for their area. Lancashire, including Blackpool and Blackburn with Darwen, were selected as a fast-track site and the Commissioners Network for Learning Disabilities covering the three local authorities and eight Clinical Commissioning Groups (CCGs) within the County produced the five year transformational plan for Lancashire "The Right Track".

Building on the Fast-Track programme, in October 2015 NHS England, the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA) published the national plan "Building the right support" to provide a clear commissioning framework for health and social care commissioners to develop local services and close some inpatient facilities by 2019. To achieve these ambitions, 48 Transforming Care Partnerships (commissioning collaborations of CCGs, NHS England specialised commissioners and local authorities) have been set up across the country which include the six Fast Tracks sites originally selected to lead service change.

Across Lancashire 93 patients placed in secure or other specialist hospitals fall under the Transforming Care programme, nine of which are Blackpool patients. Ten discharges have so far been achieved across the footprint and work is currently focussed on resettling a further 35 patients into community placements in 2016/ 2017. A significant amount of work is underway locally to meet the requirements of Transforming Care. However, to take account of the differing levels of maturity in existing Learning Disability provision and our relative size, Blackpool's health and social commissioners have developed a local version of Lancashire's transformational plan. The priority areas are outlined below:

- Enhanced Advocacy Services
- Care and Discharge Planning
- Development of specialist accommodation and the specialist learning disability provider market
- Development of enhanced respite and crisis provision
- Workforce development
- Funding arrangements (pooled budgets)
- Transitions including alignment with Blackpool's Transformational Plan for Children's Emotional Health and Wellbeing

A steering group has been established to oversee all activity and to ensure continued alignment with the Lancashire plan. The group is chaired by the Director of Adult Services with senior representation from commissioning, health, adult social care, education and housing. Members of this group are represented on the pan-Lancashire's Learning Disability Commissioners Network and Lancashire's Transforming Care Partnership. The governance framework for Learning Disability Transformation is through Blackpool Health and Wellbeing Board and the Learning Disability Partnership Board.

Adult Care and Support Service

New Langdale 'Nibbles 2 Café' development at Anchorsholme Library.

In April 2016, local Ward Councillors approached The New Langdale Service to enquire if they would be interested in working with them to develop a Dementia friendly café within the Anchorsholme library. The aim would be to increase the footfall within the library and to create a community hub that will attract a wider range of people whom may not commonly use the library, including parents of pupils from Anchorsholme School who may meet up for coffee as they drop off and collect their children during the 'school run.

This fits well with the Strategic Plan for the libraries being able to pick up more potential customers and it also makes the café accessible to both customers of the library and those using the outside space around the library.

As The New Langdale has had, a great deal of experience in developing cafes with the success of 'Nibbles at BCIL' (Blackpool Centre for Independent Living) and previously to that 'The Sandwich

Shop on Deansgate' (both are and have been an enormous success over the years). It was felt by all parties that The New Langdale would make an obvious choice as partner for this project be well placed to deliver the desired outcomes including:

- Establishing a learning disability daytime service offer in the North of Blackpool to ensure the New Langdale service has a presence in all the geographical areas of Blackpool. This will attract potential learning disabled people to consider accessing the Library and/ or using the Langdale Service for their daytime activity support.
- Support the employment pathway for learning disabled adults by offering a 'move on' placement from the 'Nibbles Café @ BCIL' where learning disabled adults can develop their catering and hospitality skills further in a less supportive and more commercial environment.
- Create an opportunity for greater integration and community presence for learning disabled adults within the local area, engaging with the local school, pupils and residents.
- Enhance the library experience for people using the library services and promoting social interaction through making available a space where people can come together and make friends thus potentially reducing social isolation.
- Create an extended offer to people using the local park and green spaces whereby they can access the café from outside for refreshments including a comfortable outside seating area.

Compliments

Quite often when discussing feedback from customers, we focus our attention on complaints. It is important to note, however, that in Adult Services, many more compliments are received than complaints. In the 2015/ 2016 financial year, there were 556 instances of positive feedback recorded where people had gone above and beyond the call of duty, compared to only 80 formal complaints received throughout the year.

Below is a selection of compliments that have been received in recent months that demonstrate the high regard in which many of our staff are held.

- We wish to write and say how pleased we are with the care we have received from all members of your Home Care Team. We are sorry to say goodbye to them all. What a pity we cannot pay for their services. All carers were jolly and pleasant and helped both B and myself to look after B's personal hygiene and general care. We thoroughly appreciate all you have done for us, both at the ARC and this marvelous aftercare and enablement service. We shall miss them all very much. Thank you all.

- Dad and I would like to pass on a huge thanks to T. T helped us to understand the various care services available to enable dad to continue to live independently in his home. We were daunted with the volume of data available, but T helped us make sense of it and ensured the suitable support was in place in short order. A huge thanks.
- To Keats Day Care Centre, Thank you, God Bless You. Our Thanks especially to N, T, A, D, S, M, K, E and C. A big thank you to all at Keats for the care and attention given to M throughout the time she has been with you. Words are not enough to describe how well she was cared for and her needs attended to in your centre. You will always be in our thoughts and prayers, Take care from M and G
- Good that I had an initial phone call from L the week before the review meeting to arrange a time and date that was convenient for all three of us. This was very much appreciated. Throughout the whole experience L was professional and balanced and showed much experience. She was very supportive to Mum, but realised that Mum was limited in what she could do herself to be independent. In summary L was encouraging where necessary but realistic in the limitations that mum has. Thank you.
- I would just like to thank you for all the support you have and are giving me under the social inclusion team. Your help means more than you know. You have helped me feel less lonely, hopeful and more confident and I am starting to make new friends. I am having fun and I am also learning a lot. You are always on time when you pick me up and the one time you were late you let me know what was happening in plenty of time so I did not start to panic. You helped me when I was feeling really overwhelmed and did not judge me. You took me home when I got upset in the ladies group with no problem whatsoever. You keep in contact with me on a regular basis and I trust you and I feel I can talk to you, which I really appreciate. I have always had problems with my social skills and anxiety in social situations and you are helping me improve each time you take me out to a group/course etc. I think the work you do is fantastic and although you have a lot of patients to look after, I feel you care about me and my mental health problems which makes me feel cared about and supported. Thank you again for everything you have and are doing for me. I honestly do not know what I would do if I didn't have your social support.
- N and M on the DOLS team are a credit to Blackpool Council; they are extremely supportive to all care homes and offer a lot of support and guidance. If I ever have an issue, they are willing to help and advise. They offer feedback, which is fantastic in helping services improve.

Working with Partners

Special Educational Needs and Disability

Work continues with partners and parent groups to prepare for a possible inspection of Special Educational Needs (SEN) and Disability. This inspection will be carried out by Ofsted/ CQC (Care Quality Commission) and will cover all services for 0-25 year olds with SEN and/or a disability and their families in the Blackpool area. We will have seven days notice and the team will be in the area for five days. They will visit settings, meet young people, families and services. The self-evaluation framework and strategic groups are being revised in light of lessons learnt, in preparation for the inspection.

14-19

The Corporate Parent Pledges from businesses continues to have an impact on “Our Children”. A number of Departments and external businesses are offering work experience placements and/ or a priority offer of employment to “Our Children”. The Connexions Service works closely with the Over 12s team to support “Our Children” to take advantage of the pledges. For example, Blackpool Council’s Head of Visitor Economy has supported one of Our Children with her research into marketing for her University assignment and offered a work experience placement in the New Year.

Connexions and Virtual Schools continue to work together to provide our children between the ages of 16-24 year old who are in education with specialised Careers Guidance, financial advice and early intervention for those at risk of disengaging. This project has also allowed us to know what the current destinations of our Children are including the qualifications they are undertaking and progress against them. Currently 11 of ‘Our Children’ are undertaking degree level qualifications.

Youth Employment

Throughout the academic year (2015/2016) Blackpool has seen an increase in participation of education, employment of training against previous year. The Department of Education has released its annual “scorecard” <https://www.gov.uk/government/publications/young-people-neet-comparative-data-scorecard>.

In 2015/2016 participation in education or training for 16 and 17 year olds has increased from 86.7% to 87.9%. Blackpool Council Connexions service is also in the top quintile nationally for successfully re-engaging the NEET group. The service has continued delivery of its pre-traineeship programme, Advance, for long term NEET 19-24 year olds with the support of the Adult, Community and Family learning team. The 2016/2017 academic year has started well with nine young people completing the first programme and the second programme now delivering to 10 young adults.

Adult, Community and Family Learning

A review has been undertaken of the 2015/ 2016 Skills For Employment Programmes to assist development in 2017. A pathway is provided, which particularly targets individuals furthest

away from the labour market. Courses are provided at a variety of venues across Blackpool delivered by Blackpool Council Adult Learning Tutors and through sub-contracting arrangements with Blackpool and the Fylde College and UR Potential. In 2015/2016, 796 learners participated in short courses with 82% progressing into further training, volunteering or employment. Developments planned include aligning new courses as part of the new Health Works offer and refining courses to meet the needs of Jobcentre Plus service users following meetings with Jobcentre Plus managers.

The Family Learning Team has successfully piloted a new course 'Amazing Animals', an introduction to Family Learning with ten groups of parents and children in seven schools. Safeguarding for Parents courses remain popular, 13 parents completed this course in term one and a further course is planned in Claremont Children's Centre in January 2017. Creative Christmas workshops were delivered in six schools to lead onto Learn Together courses for families in reception in the New Year. The Learn Together family learning course is linked to the Early Years Foundation Stage (EYFS) curriculum and covers early reading and writing skills, phonics and maths development.

The Wellbeing team of Adult Learning has delivered a variety of courses from craft through to stress at work and mindfulness with the vast number of courses having a positive impact on the lives of the learners. Some learners have been inspired to undertake further learning and volunteering. A Facebook page has been set up for learners who have attended courses to build up a community of self-help and give mutual support to build resilience.

Commissioning

In 2015 Clinical Commissioning Groups (CCGs) were required to develop and submit a Children and Young Peoples Mental Health Transformation Plan to NHS England demonstrating how local areas would transform mental health services for children and young people over the next five years. The eight pan Lancashire CCGs, along with the three Local Authorities and voluntary sector partners, developed a pan Lancashire plan and submitted it in October 2015. The plan was formally signed off by NHS England in January 2016.

The Pan Lancashire Children and Young Peoples Emotional Wellbeing and Mental Health Transformation and five year plan forms part of the Sustainability and Transformation Plan (STP) and is one of the five pan Lancashire work stream areas for the Lancashire and South Cumbria Transformation Programme. This is led by Fylde and Wyre CCG's Chief Commissioning Officer as the Senior Responsible Officer (SRO) and a Partnership Board is in place to lead and govern delivery.

Five work stream areas have been established to deliver the plan and a Project Information Document (PID) and action plan is place for each area, with progress reported on a monthly basis to the Board. These are in line with the objectives in the plan and are as follows:

- Resilience, prevention and early intervention.
- Improved Access to services.

- Care of the Vulnerable, including those in crisis.
- Increased Workforce.
- Accountability and Transparency.

A local Partnership Board has been established in Blackpool in line with developments in all other CCG areas. The purpose of this group is to facilitate local engagement with schools, voluntary sector providers, Councils and locally commissioned health services both to ensure local delivery of the transformation plan, but also to enable the local community to influence the pan Lancashire developments. A robust action plan, co-produced with Better Start, Head Start and Emotional Health and Wellbeing services (CASHER (Child and Adolescent Self Harm Emergency Response), Connect and CAMHS (Children and Adolescent Mental Health Services)- is in place to support the work of the Board.

Key achievements to date include:

- Funding secured for Child and Adolescent Self Harm Emergency Response (CASHER) for the lifetime of the Transformation Programme.
- Health based place of safety bid submitted – including a place of calm for CASHER.
- Duty hours in CAMHS (for emergency paediatric psychosocial assessments) extended until 4:00pm – CASHER on duty at 5:00pm.
- CAMHS extended opening until 7pm twice a week
- Our Children psychologist recruited.
- CAMHS Transformation Champion(s) identified.
- Primary Mental Health Workers in post (September 2016) to provide a named contact in CAMHS for all schools.
- CAMHS patient experience survey completed and, as a result of the feedback received, CAMHS will start to offer appointments in community venues in the New Year.
- Robust plans in place to reduce waiting times for CAMHS/ Child Psychology by 10% by end of quarter four.
- Children and young people's access to mental health services trajectories (NHS England) – set at 28%; Blackpool currently achieving 33.6% (Quarters one and two).

Police Innovation Fund - Blackpool Bid for Family Hub Pilot

In Blackpool we are extending our Children's Centres to create a new local infrastructure of Family Hubs by working with partners to use resources more efficiently. We are building on the Local Authority Children's Centre offer to support children and young people as they grow up as well as their parents. We are looking to extend the Family Hub to the whole community, families, young people, vulnerable adults and elders, by enhancing the current offer to include further evening and weekend access.

The aim is to build community resilience, improve social mobility and increase family stability by creating and maintaining partnerships which improve the physical and emotional health of the community. We intend to pilot this approach with one of the Local Authority Children's

Centres, which service two highly deprived wards and is co-located with a GP surgery and has a sports barn and a hostel in close proximity.

The Centre already offers Antenatal and Family Health Support, Targeted Family Support, Parenting Support, a Community Cafe and Early Years activities. However, there is a need for increased services in the community for young people, vulnerable adults and elders. The Centre has the strength and reputation of the brand that staff has built up in their community, the physical space for further activities and services and the ability to expand their offer locally to do exactly what the local needs of families and communities require.

To ensure the Family Hub meets the needs of the wider community the aim is to dovetail its development with the Vulnerable Adolescent Hub being developed Blackpool wide. The Vulnerable Adolescent Hub will see young people's service come together to provide holistic and timely support to enable young people to be happy, healthy and safe in order to realise their aspirations. As part of this development Camerados, a national movement designed to combat loneliness, will be supporting young people to develop and deliver an evening and weekend café at the Family Hub. The Family Hub will also act as a base for the Youth Attendance Centre that will be returning to Blackpool in April 2017.

The Team will be working closely with Blackpool Clinical Commissioning Group to link the Family Hub with the Integrated Neighbourhood team, in the Central West Vanguard, which combines GP's, practice staff, community and specialist health staff working together to enable individuals to receive a high level of clinical support whilst remaining in a community setting. In Blackpool the aim is to apply a Whole Family Approach to Vanguard to build community resilience.

The Big Lottery Fund has invested in five local Better Start areas of which Blackpool is one. A Better Start aims to improve the life chances of young children by delivering a significant increase in the use of preventative approaches in pregnancy and first three years of life. Blackpool Better Start, partnership led by the NSPCC, has given us the opportunity to enhance the Children's Centre services over the next nine years as the Centres are the key delivery arm for all of the Better Start initiatives. Blackpool Better Start is committed to supporting the pilot of the Family Hub, particularly for families with children under four years old, as it serves two of the seven Better Start target wards. Through Better Start, the Family Hub will be enhanced via volunteer support to meet and greet community members and peer support with child care, targets support for fathers such as Mellow dads and the development of a 'dads shed', increased Baby Steps perinatal education classes in the evenings for families and parent delivered parenting programme Empowering Parents Empowering Communities.

The Centre is already the base for Blackpool's NSPCC Service Centre and hosts the teams delivering evidence based programmes to young families such as Parents Under Pressure, Safe Care and Video Interaction Guidance. The current health neighbourhood approach is also developing through the CCG and has an intention to extend access to general practice services

in Blackpool and extending opening times using Whitegate drive as a Hub, but by using this approach in the pilot, we will be supporting this model in a community venue.

In addition, we are proposing to introduce the IRIS (Identification and Referral to Improve Service) model for early identification of Domestic Abuse cases from within the GP practice that is sited in the proposed pilot. A dedicated Keyworker from the families in need team with domestic abuse skills will be provided to support any identified needs using a whole family approach whilst at the same time being the 'go to' person for advice for the GP practice staff.

To complete the offer of a Public Service Integrated Team at the Family Hub it is hoped that the Police Place Based Model to be at the heart of the pilot. The Family Hub will provide the right environment for services to work together and not in isolation using a time team approach, under shared supervision, working within the most troubled and disadvantaged communities. The Place Based Model will afford the Police the opportunity for Police to have their ear to the ground, allow them to build up trust and community confidence and delivering to the community requirements at the point of need. It is agreed that the pilot should start with one of our Local Authority Children's Centres which service two highly deprived wards. The aim is to offer closer integration and collaboration in delivering across the partnership and developing a multi-faceted and appropriate response to diverse complex issues beyond the more traditional and usual offers- based on what the community want and if successful the pilot will provide the blueprint for other similar sites across Blackpool. By building this partnership around neighbourhood policing collectively we will be in a position to reduce vulnerability, reduce future demand and reduce spending on high cost services within the two wards.

As part of the pilot we will operate an Early Help duty system for the two wards by jointly providing holistic support at the earliest opportunity to prevent children and young people escalating to a higher threshold and requiring statutory intervention. We aim to model our pilot on the Bromley by Bow Centre in London, which has transformed its community over the last 30 years. The centre has a focus on supporting vulnerable young people, adults and families who can be hard to reach through conventional statutory service support and has successfully empowered thousands of people to live healthy fulfilled lives. The Centre:

- Supports people to overcome chronic illness and unhealthy lifestyles.
- Enables people to learn new skills.
- Supports people to become less grant dependent and to find work.
- Provides the tools to create an enterprising community

Third sector Engagement

During the autumn, a new series of community workshops and focus groups were held in order to share the Council's overall financial position, seek a consultative dialogue with key community, equality, voluntary and Faith sector representatives over the way forward in the years ahead and begin to develop a shared understanding and mutual trust. A shared mutuality in Blackpool was a common theme as was the move from the Council being expected to deliver everything to a potential cusp of residents and community groups/ Third Sector/ Social

Enterprise to be seen to leading on elements and working to access opportunities the Council could not or was unable to.

The Council is committed to building more collaborative working with the highly diverse groups that make up the Third sector and between the sector and the Council/ other agencies. We will be feeding back in detail to the particular organisations and groups that took part in this exercise and aim to plan jointly a conference this year to build deeper structure of dialogue with the sector as a whole.