

Report for TSMB – Update on progress of One Teams: 17th July 2017

The Assistant Director Housing and Communities last reported to TSMB on One Teams in June 2016, giving an overview of the latest position.

The following provides a headline snapshot report, however some of the Area Community Managers will also be coming to Tenants Services Board to talk in more depth about their One Team working and to take questions.

The One Team model continues to work on the basis of co-locating our Estates Officers in estate areas that generate the most demand and to work alongside other partners to provide the best joined up solution to these issues. Estates Officers, anti-social behaviour officers, welfare reform officers, sheltered housing officers and others working in this way continue to have responsibility for covering all council houses in the borough and supporting tenants from all areas, however the following report focuses in on the benefits of the multi-agency approach we are taking in these One Team areas.

Partnership working continues to be good although austerity has generally meant there are less officers available to commit as much time to One Teams and this has recently been noticeable with Get Set Services, Mental Health Officers and the Police. That said, partnership relations have strengthened and we have stronger links with Get Set Services and Childrens Social Care and continue to work well with the Police. These relations have been achieved through investing time in regular meetings which has led to a better understanding of each other's parameters and how to get up-date information.

Further work is needed with Adults Social Care, however there are indications from this service that we will be able to forge stronger links with them.

Feedback on MIND support to tenants has been largely positive both from tenants and the One Teams. The current contract is reaching an end and we are commissioning a further contract for mental health for tenants which we expect MIND to bid for. We have also agreed a pilot project in North Taunton working with Adults Social Care, Somerset Partnership and Public Health to focus on a small number of high contact households to bring a stronger joined up response and support for these people. This should hopefully help resolve issues and reduce ongoing demand on agencies.

Inspired to Achieve continue to receive referrals to support unemployed tenants. With recent changes to Welfare Reform, families can become more deeply affected financially if they continue to be unemployed. The work of Inspired to Achieve not only benefits tenants and their families but should also help us protect future rental income. Inspired to Achieve has received national recognition as a best practice organisation for delivering this kind of support.

The Taunton Deane One Teams have been recognised nationally as a model of Best Practice and last month won a 'Highly Commended' in the 2017 Municipal Journal Awards under the category "Delivering Better Outcomes".

Bath Spa University has undertaken a two-year evaluation of the three One Teams and is due to report back on this in the next two months. Indications are that this report will show that the model adds real value to the community and to individual households in our housing estates.

Once this has been published we will be able to share this with the Tenants Services Management Board.

One of the major challenges currently facing One Team partners is that the current funding secured for them runs out in March 2018. The Assistant Director is working with the Police and other partners to explore what options we have to continue to run One Teams beyond this date.

The One Team Areas

Halcon One Team – key milestones

- One Team early intervention keeping people safe and addressing issues early
- Strong link with RedStart Academy (Primary School) which is making an impact in Halcon
- Taunton East Development Trust strengthening and looking to move to Moorland Place to increase engagement in the community
- New Moorland House due to open soon which will act as a hub for public sector agencies to support the community
- Link Power delivering thousands of volunteer hours into the community. Volunteer numbers growing and some have won awards.
- Little Litter Pickers won a number of awards and well recognised on estate.

However, main concerns have been:

- One Team Co-ordinator moved to other project work and replacement not yet started – which has inevitably had an impact on progress
- Restructures (e.g. Get Set Services) has meant attendance has dropped significantly, which we need to try and address.
- Police call logs are showing an increase in demand this year, particularly in drug use and anti-social behaviour.
- Support needed for operation of Link Power and we are working with the Taunton East Development Trust to assist with this.

North Taunton One Team

- One Team meetings are well attended, providing a focus on early intervention
- MIND in North Taunton working really well
- Chill n Chat beginning to become established and now has regular attendees who are really benefitting.
- Working with Fire Service to set up a 'Dreamscheme' project for young people in area

However, area is still struggling with

- Crime and anti-social behaviour generally high (highest of three One Team areas)
- Exclusions from Academy and generally issues with youth crime and anti-social behaviour
- Engagement with Adults Social Care
- Exploring sites for a hub to work with other agencies – this has not progressed as quickly as we hoped, but we continue to consider sites.

Wellington One Team

- Has adapted well to the needs of the community and the professionals working in it, through having bespoke meetings throughout the month.
- Strong community events with good turnout from tenants
- Good engagement from MIND and Chill & Chat becoming established
- Multi-agency approach being taken to set up new employment hub
- Rent arrears reducing

However, area is still struggling with

- Need for better engagement of Housing Associations and GPs
- Police and PCSO resource has been reduced however this is now improving
- Engagement with Adults Social Care

Simon Lewis July 2017.