

Report for TSMB – Update on progress of One Teams: 27th June 2016

The Assistant Director Housing and Communities last reported to TSMB on One Teams in January 2016, giving an overview of the 2015 year.

The following provides a headline snapshot report, however 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 the areas of Housing Estate that generate the most demand and to work alongside other partners to provide the best joined up solution to these issues. Estates Officers 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 in some areas but challenging in others. We have organised a facilitated day with Get Set Services next month to try and agree closer working arrangements and communications and ensure we can provide a responsive service to families that need help.

Conversations continue to be had with Musgrove Park Hospital and the Ambulance Trust about better sharing of information and closer working to prevent future demand on their and our services.

Feedback on the MIND support to tenants has been positive both from tenants and the One Teams. MIND have been able to take referrals to provide support to individuals, but also to train and support staff with difficult cases. We are also developing a pilot approach in North Taunton funded by Somerset County Council Public Health to provide a stronger framework of mental health support to the One Teams and the community.

Inspired to Achieve are bedding in but receiving increasing numbers of referrals to support unemployed tenants unemployed. With changes to Welfare Reform, families will become more deeply affected in future if they continue to be unemployed. The work of Inspired to Achieve will not only benefit 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 One Team Areas

Halcon One Team – key milestones

- Progress at Halcon Primary School with RedStart Academy taking this over and engaging with partners
- Taunton East Development Trust developing their Business Plan with a greater focus on becoming an educational hub
- Continued success of Link Power with 1500 hours of volunteer work and letters of recognition of their work on the estate
- Safeguarding and providing 'Early Help' to the community

However, area is still struggling with

- Some vacant posts (Police and GetSet)
- Engagement from Get Set Services following restructure. Getting front-line staff to attend meetings. This is being explored with managers
- Significant safeguarding concerns in community
- Crime and ASB creeping up again

North Taunton One Team

- One Team meetings are usually well attended, approx. 8-20 people, on odd occasion turnout poor. Generally actions completed in good time
- MIND work in North Taunton working really well
- Taunton Academy has fully committed to the North Taunton One Team and attending every meeting
- Planning for two DreamSchemes events
- Potential site identified for a Multi-agency Office – business case to be developed
- Crime and ASB reducing (although still relatively high)

However, area is still struggling with

- Crime and anti-social behaviour generally
- Chill and Chat struggling to establish in area
- Significant demand from a handful of households where Mental Health is a contributing factor

Wellington One Team

- Had a positive 8 months, building relations and embedding the One Team model
- Good levels of rent collection and arrears management
- Good buy-in from Town Council who are contributing toward the One Team Co-ordinator and One Team projects
- Responding well to safeguarding and Early Help concerns
- About to interview for a Co-ordinator until March 2018

However, area is still struggling with

- Sexting and related concerns need tackling
- Need better engagement of schools, Housing Associations and GPs
- Concerns about supporting families during delays in Children Service engagement

Simon Lewis June 2016.

