

## **Report for TSMB – Update on progress of One Teams**

2015 was a busy year for the One Teams in Taunton Deane. All of them made significant progress in further establishing themselves and their value to their communities. Collectively we have also made progress in extending our reach with partners.

Although partnership working is good in some areas, we are still keen to draw in stronger engagement from Childrens Social Care, Adults Social Care and Health providers. On the latter front, we have held a number of meetings with the GP Federation, Somerset Partnership and Musgrove Park Hospital to explore opportunities for stronger working on our Housing Estates. We have had some success on this front and now have more support from the Community Mental Health team in our One Teams. We also undertook targeted Abdominal Aortic Aneurysm screening in Halcon, working with health professionals. The hospital is particularly interested to explore opportunities to do more preventative work to reduce demand on their services.

In 2015 we commissioned MIND to work alongside our One Teams to take referrals to provide support to individuals, but also to train and support staff with difficult cases. So far this has received really positive feedback from all the One Team Co-ordinators. In 2015/16 we are hoping to pilot a new 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.

One of the issues that we have been particularly concerned about in some communities is the high levels of unemployment and worklessness. With the changes in Welfare Reform, families are likely to be more deeply affected in future if they continue to be unemployed. As well as the impact on those families, we also have some concerns for our future rental income!

To help address this, we have recently commissioned a new service to provide support to people to get back into work. We had a number of excellent bids but have now awarded the contract to Yarlinton Homes – ‘Inspired to Achieve’ who have an excellent track record of linking with businesses and education providers and helping people get back into work. This new contract will start next month.

They say that imitation is the best form of flattery. The Safer Somerset Partnership has recognised the One Team model as exemplar in Avon and Somerset and has supported the establishment of new One Teams in Chard, Yeovil and Bridgwater. Furthermore the ‘Early Help Board’ (responsible for ensuring children and families are supported effectively before they reach the need for children social care intervention) has promoted the One Team approach as a best practice model for early help.

Here are some of the comments from our partners in the past year:

“@Halcon1Team Thank you for an inspiring & vocation affirming morning. I think I have seen the future & it's One Team. Consider me a convert !” (Tweet, 18/11/15)

*Sarah Crew (Assistant Chief Constable, Avon and Somerset Police – responsible for Local Policing portfolio)*

*“Probably one of the best examples of system leadership in Somerset and it works because no one is trying to take the credit, it's simply about doing the right thing.”*

*Hayley Peters, Director of Nursing, Musgrove Park Hospital*

“Thank you so much for being so welcoming today. I'm so impressed with the way the model is working in Halcon. The level of information known about each family is exemplary and far exceeds anything I have ever seen of this type before. Similarly, the level of multi-agency working and fuzzing of professional boundaries was really refreshing. I have taken much away from the morning. The work you have done about refocusing the housing workforce is really interesting and shows just what can be achieved within the resources we have...we just need to join them up more and use them more effectively.

Thank you again for your willingness to let me come and visit, I've come away very fired up.....it's been a real shot in the arm, some brilliant work going on amidst such horrible times of austerity is very heartening.”

*Trudi Grant, Director of Public Health, Chair of Health and Wellbeing Board 20/7/15*

## **The One Team Areas**

### **Halcon One Team**

- PCSO is leading the Link Power project and doing wonders - fifteen volunteers who provided over 1500 hours of volunteer work in the last quarter alone. Link Power provides a daily ward inspection and undertake litter cart collections, clearing rubbish, dog waste, fly tipping, shopping trolleys etc. Volunteers have undergone CV training, Roadside working training and requalifications in power-tool use. Many of the volunteers have themselves struggled in the past with addictions, mental health and other issues.

- Street by street environmental reviews taking place
- Community Development Officer now in post
- Young Litter Pickers – will be managed by PCSO overseeing Link Power
- Chill & Chat progressing well – and linking in with new SIDAS contract
- Calls to the Constabulary down
- Evictions reducing
- Family referrals to Children Centre increasing from ward

However, area is still struggling with:

- Drug Supply
- ASB
- Safeguarding Young People
- Debt Management
- Domestic Abuse / Violence

#### 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
- Five 'Pride In Priorswood' Community Days provided a fantastic opportunity to promote the NTOT. We made a good impact and engaged well with the community, promoting the NTOT.
- Youth ASB at Priorswood Shops has greatly reduced and businesses' feel that things have much improved. A real One Team effort achieved this! Actions included summer holiday activities for teenagers, family day trip, regular meetings with businesses, increased police patrol, close work with youth drop-in, street pastors project, ASC ASB Team support with ABCs and breach meetings, supported by TD. At least 5 young people have not reoffended. Have dispersed the big groups that used to hang about there. Still work to be done but situation much improved!
- 47 young people aged 11-16 attended summer holiday activities NTOT funded.
- Health visitors engaging well
- MIND project and referrals working really well

However, area is still struggling with

- Crime and anti-social behaviour (particularly youth related)
- Mental Health related incidents
- High incidents of domestic abuse
- Education, skills and training - trying to make stronger links with the Academy

## Wellington One Team

- The Wellington One Team has gone through **considerable change** and is **working on an interim basis until March 2016**. The major achievement has been the **resilience of the team** through the period of change.
- **CAB saw 81 people at Wellington Outreach**, mostly benefits, housing & debt
- **Training delivered** or planned: Anger de-escalation; Self-defence; Dementia
- **Defibrillators** with Wellington Town Council
- Resourced and assisted **community events**, such as clean-up days
- **Dreamscheme** events
- 35 Christmas hampers given by Besom in Taunton and Wellington plus crisis **food boxes and emergency hampers**, mostly to young families
- **Crime Prevention** – funding for the Bike Marking Kits, very successful day marking lots of bikes. Lots of happy people (PCSO)
- Fantastic **support for some families affected by Domestic Abuse**
- **Crime down in terms of ASB** –non existence during Autumn half term. One offender has not been arrested since One Team intervened.
- **Good relationship with MIND** and referrals being made for support

However, area is still struggling with

- Child Protection cases and support for these
- Domestic Abuse
- Antisocial Behaviour
- Rent arrears
- Mental Health

### Case Studies

**Sheltered Housing Officer** attended a One Team meeting and disclosed how she had just visited an elderly tenant, who was complaining of feeling unwell. The One Team asked a number of probing questions, directing an immediate re-visit, which result in the elderly gentleman being signed up to a GP, receiving crucial medical care within his own home, and ongoing care management, which prevented any crisis intervention and long term admission into Musgrove Park Hospital.

**A female resident**, plagued with years of debt management problems largely caused by previous partners had effectively become a recluse within her own home. Traditionally we may have just chased her for our rent and been less supportive. But through the One Team, our Housing officer identified the problem early and referred to the CAB 'Money Matters' Officer. On the recommendation of CAB, the One Team was asked to fund a bankruptcy application for the tenant, which cleared the outstanding debts for the individual. Since this positive action, the female is attending wellbeing classes at the Children's Centre, actively seeking parenting support for herself and is volunteering and working with the Police on local youth drug problems.

**Supporting a family with a young child** who is subject to a child protection plan. The child has complex and challenging behaviour and lives with his mum and younger brother. The family suffered a home fire with no insurance. We supported the family to find and stay in temporary accommodation until she was able to move to a new property. One Team were able to provide a sum of money to help toward replacing essential items as there was no insurance. The One Team was responsive and able to help the family quickly and build trust and rapport.

### **The future of One Teams**

Although the Police Innovation Fund (PIF) project will officially end on 31<sup>st</sup> March 2016, we have been working closely with partners to find a way to fund the One Team project on an ongoing basis. The Police have committed underspend from the PIF which the Housing Service has agreed to match fund. This along with financial and staff contributions from the Fire Service should allow us to commit to deliver the One Team approach in the Halcon, North Taunton and Wellington areas for a further two years. We have needed to cut our cloth a bit and expect to need to scale back to a part-time Co-ordinator for Wellington and provide a reduced shared admin resource across the three areas. However we are still confident that we can continue to demonstrate real value in the three areas.

Researchers from Bath Spa University, funded by the PIF fund will be reporting back later in 2016 on their evaluation and findings of the One Team approach. We anticipate and hope that this will provide real academic evidence to support the model and demonstrate to partners the value of engaging with us.

Simon Lewis January 2016.