



# Families, Health and Social Care Cabinet Member Bulletin Councillor Louisa Woodley NOVEMBER 2016

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## LATEST NEWS

### **National Children and Adults Conference**

I attended the National children and adults conference in Manchester at the beginning of November which was organised by the Local Government Association, Association of Children's Services and the Association of Adult Services. It was an opportunity to hear from others around the country about what good practice they are working on. I attended a stimulating session around adult mental health services and a session about the financial pressures facing adult social care across the country. There was much discussion about the Sustainability and Transformation Plans -with senior NHS speakers acknowledging that they had not worked well enough with local elected members. There was a powerful presentation from Greater Manchester about devolution and integration.

### **JustBe Croydon**

On 8 November, we launched the new JustBe Croydon online health programme for residents. JustBe Croydon at [www.JustBeCroydon.org](http://www.JustBeCroydon.org) focuses on six key health and well-being concerns to tackle and improve local inequalities that exist in these areas.

The website acts as a go to resource, providing help and support to residents on issues such as weight management, [drinking less](#) alcohol, physical activity, mental health and well-being, [stopping smoking and healthy sexual relationships](#). It features



digital tools such as videos, apps and podcasts that can be viewed and downloaded and has a health MOT which offers advice and recommendations to improve well-being.

The launch event was attended by Councillors, Croydon Council and CCG staff and representatives from Croydon Health Services, Croydon Local Pharmaceutical Committee, members of the community and representatives from a number of community and voluntary sector organisations.

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### **CREST – CRoydon Enablement and Support Triage**

On 1 November 2016 we have launched CREST – a team to provide a holistic triage to unknown adult social care (ASC), and to existing ASC customers following a material change in circumstances on review. This will be underpinned with case co-ordination to enable progress tracking and outcome monitoring. There are potentially 2,200 referrals into ASC Central Duty from the Contact Centre per year who could benefit from an alternative approach.



CREST is being trailed with the aims of:

- increasing independence
- diverting demand and preventing statutory need in ASC
- reducing costs and duplication
- developing closer collaborative working, and
- using data more intelligently
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This is a collaboration between two key programmes - Transformation of Adult Social care and the Gateway Phase 2 – together with the Contact Centre, ASC central duty and reviews. The CREST Team will provide a single point of contact for vulnerable adults who may require multiple interventions. CREST will support customers and their wider household to maximise their income, establish suitable agreements to manage and repay debts, enable quicker assessments of their contribution to care and provide the opportunity to access suitable housing.

We are closely monitoring the demand and outcomes to test the model, and the services are working very closely together to drive through improved outcomes for these vulnerable customers.

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### **Homelessness Awards Winner**

Congratulations to the Croydon People's Gateway team who were awarded 2<sup>nd</sup> place in the London Homelessness Awards at a ceremony on 20 October at City Hall. Two key criteria were that the service is unique and innovative and can be replicated across London. The team has won £15,000 to invest in further services to address homelessness and its associated disadvantages.

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### **Allocations Policy Changes**

In October the Cabinet agreed to make a number of changes to the council's housing allocations policy in order to sharpen its focus on demand management and tackling homelessness. At the end of the year two important changes will be brought in, which will affect new housing applicants, with a third major change coming in during April 2017.

The first change puts a firmer focus on ensuring only housing applicants with a strong Croydon connection are eligible for social housing. The current 12-month residency requirement will be extended to three years from 1<sup>st</sup> January. Applicants will need to prove a strong connection with Croydon to be allowed onto the housing register.

The second change helps to put those threatened with homelessness in the driving seat in looking for alternative accommodation, instead of facing the uncertainty of B&B and emergency accommodation. The Gateway team will work closely with homeless applicants to help them resolve their own homelessness, either by finding private sector accommodation or by negotiating with friends, family or landlords to extend their stay. Where applicants successfully do this, they will be awarded extra priority on the housing register. We anticipate this measure will reduce the need for temporary accommodation, and therefore save the council money.

From April next year, we will be radically shaking up the way we let our homes by bringing in a choice based lettings scheme. All available council and housing association properties will be advertised every week, and housing register applicants will need to place bids for homes they wish to be considered for. This puts the applicant at the heart of the lettings process, giving much more choice and control over where and when they move. A project team is working on this fundamental change and more information will become available early in the New Year.

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### **Improving Lives with Shared Lives**

We are pleased to announce that our Shared Lives scheme has been awarded the Care Quality Commission's top accolade of stating that "*Croydon Shared Lives was providing an outstanding service to the people it supported*". The Scheme places adults with learning disabilities, mental health and other support needs in the homes of specialist carers for day-to-day support.

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### **Children's Healthy Weight Workshop**

In October people were invited from across the borough to take part in our first children's healthy weight workshop.

Those at the workshop included representatives from the healthy schools network, CCG, planning and a very energised group of students from Croydon College who gave some great input into the day. There was discussion in regard to the statistics around obesity, causes, current provision of services and importantly, what measures we as a community can take to improve the health of our children.

The council's public health team is now collating all the input from this workshop to formulate an action plan, in order for us to press forward with dealing with the issues raised.

### **The Great Weight Debate**

Croydon also hosted a Great Weight Debate roadshow in the north end shopping area. Lots of residents and visitors to the area stopped by to give their views and opinions on how we can tackle childhood obesity. The Great Weight Debate is

encouraging all residents to complete a short survey to express their views on what they think is needed to make it easier for people to eat good food and maintain a healthy weight. The Debate is being coordinated by Healthy London Partnership and led by local authorities at a local level, with support from the London Obesity Leadership Group, London's NHS Clinical Commissioning Groups, the Greater London Authority, NHS England (London), and Public Health England (London).

You can take part in the survey, and contribute to the debate here <https://www.surveymonkey.co.uk/r/GWD2016> or for more information visit the Great Weight Debate website [www.getthehealthy.london/greatweightdebate](http://www.getthehealthy.london/greatweightdebate)

The press release on the debate is available to view on the council website.

## **DELIVERING OUR AMBITIONS**

### **Productive work in the Adults High Needs Review Team**

The High Needs Review Team was set up to manage cases for residents with high needs with a view to provide alternative, more suitable forms of support. A recent case study is briefly described below:

Ms X was deserted by her family (travelling community) and placed into residential care in Kent at a cost of £1725 per week. She was reviewed in 2015 with a recommendation to move to Supported Living Accommodation. High Care Needs Team recently picked up the case and re-reviewed it. A supported living placement with therapeutic input was found at the cost of £1150 per week – with a view moving into Supported Living Step Down facility.

Before she arrived at her current placement she was using incontinence aids, was morbidly obese, as a result of little or no activity, had no diet plan in place and her mobility was greatly reduced. There was a lack of suitable services near the previous placement meaning that she stayed in the home 24 hours per day.

Since being in her current placement, her diet has changed dramatically and she has lost 7kgs in 5 weeks. She no longer wears incontinence aids and her mobility has improved as she is taken out for a walk each day. She uses a wheelchair for longer distances outside of her placement and uses the Zimmer frame for more manageable distances.

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### **Adult Review Team – working to improve lives**

Some good work has gone into reviewing care packages for people in the three housing blocks of Fellows Court, Freemans and Toldene. One member of the Review Team, Alice, commented that one gentleman was tearful when he was telling her how happy he was since being reviewed. He said he was being cared for before, but now he is not only being cared for, he now has a life. The Review Team achieved this by reviewing his care package, which led to a reduction, but the outcome was that he now has a package that works better for him, particularly with appropriate Occupational Therapy equipment being put in place.

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## WORKING WITH PARTNERS

### **Joint working to improve resident involvement**

We are thankful to some joint working that took place between Commissioning and Brokerage; Strategy, Communities and Commissioning (SCC); and community group Croydon People First. The three groups worked together to successfully procure The Public Office as our co-production partner to work with our residents in shaping support for people with learning disabilities. This was an excellent example of joint working across teams!

We will be reporting on the co-production work of the Public Office in later editions of this Bulletin.

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### **Go-On Croydon IT Programme**

Under the Go-On Croydon IT Programme, Age UK Croydon undertook its weekly IT sessions offered to older people. Sessions are provided on a one-to-one basis by 'Digital Champions', who have provided 478 sessions this year. One client reported the "*The sessions have been very beneficial. I have learnt more detailed capabilities of the system on my netbook*". The popularity of this project can be attributed to the requirement from number of organisations and companies to do things online such as shopping, searching for services and paying bills. Moreover, it provides family members with an additional method keeping in touch with family and friends, both locally and abroad.

The sessions demonstrate applications on laptops, tablets and mobile phones that could make life easier, for example "when is the next bus due"; "how can we get from road A to road B", play games, send emails, use social media like Skype/Facetime, WhatsApp and Facebook. This is especially helpful as new technology can be a scary thought to some older people. Some have said "*this is for the young people, as I am far too old to learn this new stuff*" while others have embraced the learning and acquired all the devices available, but received very little guidance on their usage. The aim of the project is to build confidence, by enabling and equipping residents with knowledge and helping them to make the most of these tools.

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