

HEALTH & WELLBEING BOARD

Subject Heading:

Board Lead:

Report Author and contact details:

The subject matter of this report deals with the following themes of the Health and Wellbeing Strategy

<input type="checkbox"/>	<p>The wider determinants of health</p> <ul style="list-style-type: none"> • Increase employment of people with health problems or disabilities • Develop the Council and NHS Trusts as anchor institutions that consciously seek to maximise the health and wellbeing benefit to residents of everything they do. • Prevent homelessness and minimise the harm caused to those affected, particularly rough sleepers and consequent impacts on the health and social care system.
<input type="checkbox"/>	<p>Lifestyles and behaviours</p> <ul style="list-style-type: none"> • The prevention of obesity • Further reduce the prevalence of smoking across the borough and particularly in disadvantaged communities and by vulnerable groups • Strengthen early years providers, schools and colleges as health improving settings
<input type="checkbox"/>	<p>The communities and places we live in</p> <ul style="list-style-type: none"> • Realising the benefits of regeneration for the health of local residents and the health and social care services available to them • Targeted multidisciplinary working with people who, because of their life experiences, currently make frequent contact with a range of statutory services that are unable to fully resolve their underlying problem.
<input type="checkbox"/>	<p>Local health and social care services</p> <ul style="list-style-type: none"> • Development of integrated health, housing and social care services at locality level.
<input type="checkbox"/>	<p>BHR Integrated Care Partnership Board Transformation Board</p> <ul style="list-style-type: none"> • Older people and frailty and end of life • Long term conditions • Children and young people • Mental health • Planned Care <p>Cancer Primary Care Accident and Emergency Delivery Board Transforming Care Programme Board</p>

SUMMARY

The cost of living crisis affects everyone. It has also exposed inequalities within our society as different groups of people are disproportionately affected by it.

The cost of living strategy brings together the NHS; Havering Council and VCS in a joint response.

To make sure the tenets of the strategy leave a legacy for future working.

RECOMMENDATIONS

1. Continue the work to share Cost of Living risk scores
2. Commitment on the next stages of our joint working
3. Access to frontline staff to help design 'actionable insights' dashboards

REPORT DETAIL

Help is out there.

All three entities offer help and support. It is fragmented, it is hard for a resident to know where to go. It is not marketed effectively, if they need help, they have to find it, and it does not come to them. What is on offer changes over time, where they went for help before may not be the best place now.

What have we done:

- Set up the 'one place' www.havering.gov.uk/costofliving website
- Created Marketing/Comms strategy
- Set up a network of Warm Spaces using VCS organisations
- Organised Warm Spaces 'roadshows'
- Produced a crib sheet for all partners to make sure all staff are thinking about cost of living
- Secured funding for Energy Doctors
- Signed in, principle, data sharing agreement with NEL
- Produced an Early Prevention Platform to identify at risk households
- Merged datasets (incorporated Mosaic; Public and Council datasets) to produce areas most at risk
- Linked in with the Climate Change strategy

Services for people not people for services.

The cost of living strategy aims to bring together all help and support in place, market this one place more effectively to residents who need it, in a way that want it. Residents are split into two broad groups; 'those that can, do' and 'those that can't, support'. The one place of help and support is for those that can help themselves or others. Those that need extra help are supported through existing frontline teams (who also use the one place for available help and support) and our dedicated team.

Sharing Knowledge

As part of the joint response to the cost of living is sharing all partners sharing knowledge. Havering council has produced a risk score to identify households who will be disproportionately affected by the cost of living crisis. This risk score is then presented as actionable insights to frontline services across the NHS and Havering council. An informed frontline service is an empowered frontline service. Picture 1 shows the current look of the board.

Havering LONDON BOROUGH		ACTIVE RISK LIST					
PropertyUpnr	Address	Risk Score	Adults in Household	Children in Household	Tax Band	Energy Cert	
100021373462	arnham Road, Romford, RM3 8DX	77.33%	1	5	B	C	Tax Band
100021342294	House, Sunrise Avenue, Hornchurch, RM12 4YW	76.73%	1	3	A	C	Energy Rating
100021378614	gh Street, Romford, RM1 1JL	76.40%	1	3	B	D	(FLAG) Council Tax Benefits
100021378804	ghfield Road, Romford, RM5 3AG	76.40%	1	3	B	D	(FLAG) Disability
100021375841	am Gardens, Romford, RM3 7SD	76.20%	1	4	C	D	(FLAG) Free School Meals
100021355750	reet, Rainham, RM13 8PJ	76.07%	2	3	C	E	(FLAG) Has Adults Over Retirement Age
100021336049	on Crescent, Hornchurch, RM11 1EL	75.60%	1	2	B	D	(FLAG) Is Council Owned
100021338703	nton Avenue, Hornchurch, RM12 6BB	75.60%	2	2	C		(FLAG) Language Other Than English
100021371527	House, Durham Avenue, Romford, RM2 6JL	75.60%	2	2	A	D	(FLAG) Open Social Care
100021372531	icent, Romford, RM5 3JP	75.60%	1	2	B	D	(FLAG) Recent Bereavement
100021356303	Close, Rainham, RM13 9NJ	75.47%	1	1	B	E	(FLAG) Single Person Discount
10002136141E	ver Path, Romford, RM3 8JF	75.40%	1	3	C	D	(FLAG) Breakup / NEW SPD
							(FLAG) In CTAX Arrears
							CTAX Final Notice Debt

Picture 1. Risk board for cost of living by household. Addresses have been obscured.

We are currently working with our health partners to share our respective risk scores so that we get a greater understanding of the risk to households. The risk score is consistently being re-examined as more data becomes available and our understanding grows. We are currently working on the following:

- English as an additional language
- Main language spoken is not English
- Council tenancy
- Open Adult Social Care package / service
- Open Children’s Social Care referral
- Change from joint to sole tenancy in Open Housing
- Bereavement in last 12 months
- For those on CTax support or Housing Benefit
- Total value of debt
- Any history of recovery action
- Council tax band has reduced

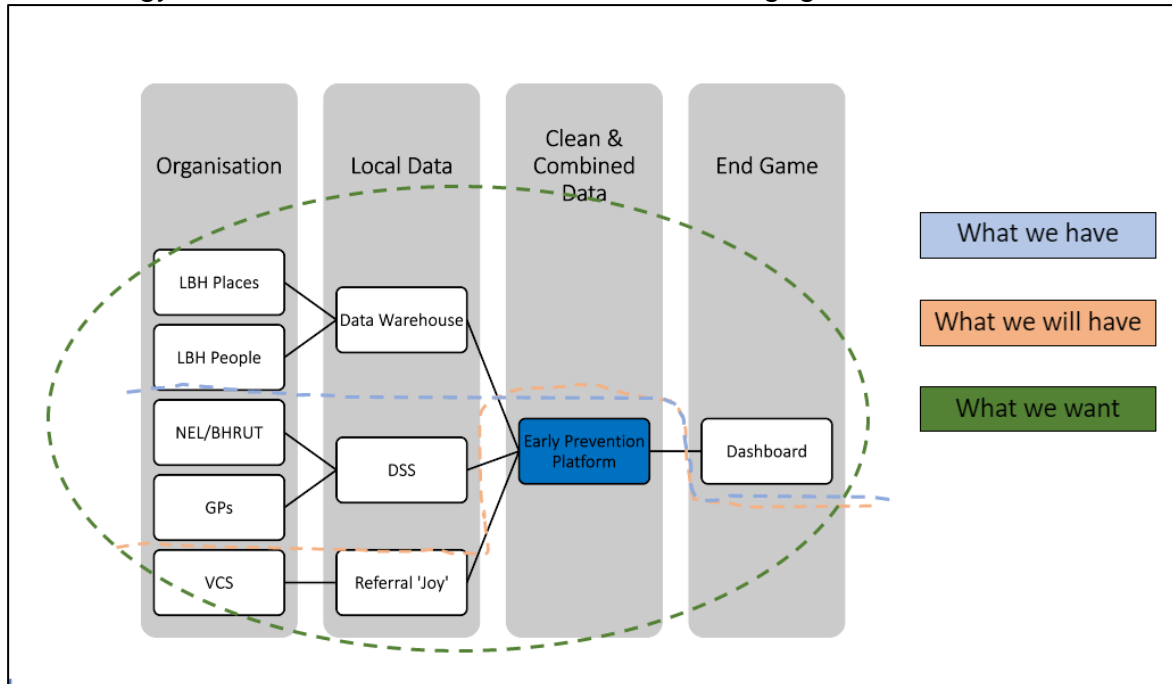
Our ability to identify at risk households with Council and NHS data will be so much richer.

What next?

The components of the cost of living strategy; help and support wrapped around a resident; help and support in one place; a marketing strategy to ‘sell’ support services better; sharing data to target resources; utilising frontline staff to make every contact count; supporting frontline staff with easy avenues to refer residents and empowering frontline staff with actionable insights can be re-used for any future crisis or to change how services are delivered. Picture 2 details the next



stages of the work, the data structure which will underpin and support the tenets of the strategy. The structure even allows the VCS to engage and feed data in.



Picture 2 shows the different layers to joint working and how they interact. The Early Prevention Platform needs to be built, everything else exists.

IMPLICATIONS AND RISKS

The implication of extending the tenets of the cost of living crisis will greatly impact on all our abilities to identify at risk households. What that risk is trying to identify can be anything we wish; prevalence of obesity; impact of housing on health; areas of need. It will help frontline staff work efficiently together and wrap support around a resident. It will help with strategic decisions of who needs what where. Most importantly it will help with prevention and future planning. Supporting residents **before** they get into crisis means they are more likely to make better more informed decisions. It also means less, expensive, interventions from social care and acute services.

As with new ways of working there are new risks. The obvious one is the legal framework around data sharing. Work already submitted to NEL's and Havering IG for sharing risk scores at the *household* level have both been passed. Sharing risk scores at the household level does not identify individuals nor does it share the underlying data which makes up the risk score. The structure in picture 2 still shares household level data but does away with the risk score and shares the underlying data. Frontline staff's access to the EPP's data can be controlled through the actionable insight dashboards and is already detailed in submitted DPIA.

There is also the public perception of sharing data to use in this manner.

BACKGROUND PAPERS



Havering

LONDON BOROUGH

Cost of Living Strategy