

COMMUNITY SAFETY PARTNERSHIP

REPORT

Subject: Community Solutions

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1. Purpose of Presenting the Report and Decisions Required

- 1.1 This paper sets out a brief progress on the development of Community Solutions and possible next steps with partners.
 - 1.2 It is recommended that the Community Safety Partnership Board:
 - Note progress to date on Community Solutions
 - Agree the best mechanism to enable close collaboration on the next stages of development for the service.
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2. Background

2.1 Core aims of Community Solutions

A target operating model for Community Solutions sets out how the new service will function and what it is expected to deliver.

Community Solutions has four key objectives:

- **Resolve early** – focus on prevention and early intervention to prevent escalation and crisis;

We must fundamentally change the offer and make it holistic, centred around the needs of users as they are perceived, not the requirements of the system. This means easy ways into information and facts online, first contact resolution for many and for those that need more, staff with a greater range of capabilities, enabled to take rapid but informed decisions on appropriate actions with and on behalf of residents.

- **Increase resilience** – support well resourced communities, households and individuals to tackle entrenched social issues and to be independent by finding ways to help themselves;

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Instead of “what am I eligible for?” the conversation needs to move to “what support do I need to get me on my feet again?” Community Solutions will provide information, advice and guidance, always with a view to making it easier for people to help themselves. The offer will be more compelling than the status quo, changing behaviours with a plan to consistently foster greater independence. To increase resilience, we will work with partners in the community to support people to reduce risk. By always supporting people to exit ‘the system’, means we have a credible way to then, not hold them in it- and thereby increasing their dependency on us.

- To **reduce demand** we must not only understand and react to need, but understand the source and manage demand positively.

Insight and intelligence will drive action. We will encourage increase in some demand – use of our online information, access to libraries or use of welfare reform services - to build resilience. At the same time we will be clear that people who need our support and intervention services will have appropriate access them, whilst doing all we can to make as many people as possible self-reliant and out of these expensive services.

- To **realise savings** we will move as many services to online and digital as possible, streamline customer access and work with people to give them advice and support that helps them stay out of intervention services. Our universal service offer will include mediated and assisted support to the digitally excluded to help them help themselves where appropriate and our Intervention service will target the residents with complex needs and work toward migrating them into packages of support as soon as possible.

In seeking to deliver these changes, it has always been recognised that working with partners across the statutory and community, faith and voluntary sectors is essential.

The first phase of Community Solutions – the design phase – has now ended and work begins on the implementation. It is therefore timely to welcome the active involvement of partners.

3. Current issues

There are a number of key changes to reference for the Community Safety Partnership:

- Who delivers what and how across the Council's new Community Solutions, My Place and Enforcement has been set out. This should enable partners such as the Police Service to be clear how the Council functions. This document is attached at Appendix A and comments from all partners are welcome;
- Design work on complex issues such as the MARAC and MASH is ongoing, and the active involvement of partners will be sought to ensure that any developments work for all;
- A new management team has recently been appointed to start to embed the changes required across the 15 services brought together. The new Head of Support in Community Solutions will be Katherine Gilcreest. Katherine will be the key link with partners in discussions relating to community safety and asb.
- Work continues with the community, faith and voluntary sectors to enable further work on issues like community cohesion, volunteering and using community 'capital'.

4. Next steps

It is essential that the CSP can input the development of Community Solutions.

The Partnership is invited to note progress thus far and suggest next steps in term of developing an ongoing relationship.