

Appendix 3: Community Solutions Offer

	Children, Young people and Families				
Lifecycle	Service	Offer detail	Referral [R] Info, Advice and Guidance (IAG)	Cohort/grouping (Early Years 0-5, School age, Adolescents)	Types of needs being met by service
UNIVERSAL	Library	Scanning stations, IAG, books, signposting, workshops, play and communication groups	IAG	All	Child development Child activities
	Job shop and Brokerage	Employment and training support: support with applying for job, preparation for interviews and in work support.	IAG, R	16+	Deprivation Unemployment Jobseeker Employability Employment and skills
	Children's Centres	Universal, Play and Communication groups, parenting programmes, health services including baby feeding support and child health clinic, ante-natal appointments, IAG and signposting.	IAG, R	Early Years	Health Child safety Child activities Child development Childcare
	Healthy Lifestyles	Programmes for adult and child weight management, exercise on referral programmes, activities for over 60's, smoking cessation services.	IAG, R	All	Social isolation Deprivation Health Mental Health
	Volunteering	Opportunities for resident volunteering	IAG	School age, Adolescents	Social isolation Basic skills Employment skills
	Homes and Money Hub	welfare advice, digital assistance	IAG, R	Adolescents	Deprivation Benefits issues Financial trouble
	Youth Services	Provide support to those aged 13 and above to have positive outcomes and stay safe.	IAG, R	Adolescents	Child safety Offending Parenting ASB Mental Health Disabilities Isolation Employability Homelessness Domestic Abuse
TRIAGE	Housing Advice	Advice and information on how to apply for housing in Barking and Dagenham as well as screening and assessment of all applications for social housing and sheltered accommodation.	R	Adolescents	Safety Affordable housing Housing options

	Safe & Well Visits (within MASH)	Wellbeing check on families where a concern has been raised but sufficient information isn't available to support a threshold decision.	R	All	Safety Mental Health Isolation Disabilities (All)
	No Resource to Public Funds Team	Support for families with no legal entitlement to financial support from the state	R	All	Deprivation (all)
SUPPORT	Tenancy Sustainment (Support)	Providing support to allow our tenants to maintain their tenancies by empowering them but also providing alternative options for assistance in line with the Housing Act 1996 (as amended) and Homeless Reduction Act. Offering financial advice on debt management to aid with rent arrears by arranging payment plans. Working with clients in mental health, adult services to ensure correct support	R	All	Deprivation-financial Affordable housing Debt issues
	Homelessness Prevention (Support)	Deal with cases when an individual or family is threatened with homelessness and needs assistance in order to resolve their situation including access to funds for deposits and rent in advance or negotiating with existing landlords to extend their current tenancy. These would include cases where a Section 21 has been issued or they have been asked to leave their current home by friends or family. Assist clients with finding alternative privately rented accommodation and depending on affordability this may not be within Barking and Dagenham.	R	All	Homelessness Financial trouble
	Housing ASB	Taking remedies to resolving ASB matters early by using legal powers & sanctions (The Anti-social Behaviour, Crime and Policing Act) to either control behaviours or eviction. Working with non-council tenure disputes, resolved via case work and mediation	R	All	ASB Social isolation Mental Health Safety
	Youth Service (and NEET)	121 Intervention and support for young people age 11-19 with identified needs and the provision of a range of short term detached youth provision. Weekly NEET drop in sessions held across the borough through ComSol, plus an annual careers event called 'What Next?'	R	School age, adolescents	Child safety Offending Parenting ASB Mental Health Disabilities Isolation Employability Homelessness Domestic Abuse

	Targeted Communication	The Early Help team provide targeted communication support to families whose children have been identified through Play and Communication services, as requiring additional support relating to development of their speech, language and communication development. A specialist worker will provide advice and guidance within a group setting and make appropriate referrals to support the identified needs of the child.	R	Early years, 0-5	Child development Parenting
INTERVENTION	Temporary Accommodation Placements Housing Reviews	<ul style="list-style-type: none"> Procurement and allocation of emergency/ temporary accommodation, tenancy management / sustainment, collection of rent for temporary accommodation, Lettings: Allocation and letting of Council stock, procurement and allocation of private rented sector accommodation (to prevent/ discharge Homelessness duties) Physical placement of emergency temporary accommodation and rent collection Investigate all appeals in respect of homelessness decisions and allocations in conjunction with appropriate Housing Law. 	R	All	Affordable Housing Homelessness Safety Isolation
	Early Intervention Targeted Support	Targeted support for adults, children and young people with multiple and complex needs, delivered within homes and community venues.	R	All	Disability Parenting
	Reimagine debt project	<ul style="list-style-type: none"> Support to those at risk of financial crisis being identified and then offered membership of a scheme bringing together a range of interventions. Providing a single point of contact who will establish a debt management plan, a peer-to-peer mentoring programme to improve members' financial management, and provide access to better rates for utilities and discounts from retailers such as ASDA. 	R	All	Financial Support Debt issues Affordable housing Isolation Safety Mental Health Disabilities
	Homes and Money Hub	Working in partnership with Elevate, Jobcentre Plus and the voluntary sector. This is an integrated team that assesses the resident's needs and looks at all problem areas. Partnership working enables problem areas to be resolved quickly rather than spending time visiting different agencies. The resident will also develop skills to enable them to manage their finances in the future.	R	All	Parenting Financial Trouble Debt Benefits issues

	Step Down Team	Step Down targeted support: Intervention for children / young people in Care and Support who are subject to Child in Need and Child Protection plans to support step-down of cases	R	All	Parenting Child safety
	Baby Intervention	Targeted support for young and vulnerable parents/carers and their babies offered before the baby is born until the age of 2.	R	Early Years	Parenting Child safety
	Hostel Service	Council owned and managed mix of contained and non-contained hostels such as Riverside House, Butler Court, Boundary Road and Brockelbank Lodge for emergency accommodation.	R	All	Homelessness Financial Trouble Social Isolation Mental Health

Adults					
	Service	Offer detail	Referral [R] IAG	Cohort/grouping	Types of needs being met by service
Universal	Library (IAG)	Scanning stations, IAG, books, signposting, workshops, play and communication groups	IAG	All	Social isolation Deprivation
	Job Shop and brokerage	Employment and training support: support with applying for job, preparation for interviews and in work support.	IAG, R	16+	Employment Employability skills Basic skills
	Children's Centre	Universal, Play and Communication groups, parenting programmes, health services including baby feeding support and child health clinic, ante-natal appointments, IAG and signposting.	IAG, R	All	Parenting Mental Health Health
	Healthy Lifestyles	Programmes for adult and child weight management, exercise on referral programmes, activities for over 60's, smoking cessation services.	IAG, R	All	Health Social Isolation Deprivation
	Volunteering	Opportunities for resident volunteering	IAG	16+	Social isolation Disability Basic skills
	Homes and Money Hub	welfare advice, digital assistance	IAG, R	All	Benefits issues Financial trouble
	Adult Education	The Adult College offers a wide range of exciting adult education courses for personal development, work and leisure.	IAG	All	Social isolation Basic skills
Triage	Housing Options	Advice and information on how to apply for housing in Barking and Dagenham as well as screening and assessment of all applications for social housing and sheltered accommodation.	R	All	Deprivation-financial Affordable housing
	No Resource to Public Funds Team	Support for families with no legal entitlement to financial support from the state	R	All	Deprivation-financial Social isolation
	Tenancy Sustainment	Providing support to allow our tenants to maintain their tenancies by empowering them but also providing alternative options for assistance in line with the Housing Act 1996 (as amended) and Homeless Reduction Act. Offering financial advice on debt management to aid with rent arrears by arranging payment plans. Working with clients in mental health, adult services to ensure correct support	IAG, R	All	Deprivation-financial Financial trouble

Support	Homelessness Prevention	Deal with cases when an individual or family is threatened with homelessness and needs assistance in order to resolve their situation including access to funds for deposits and rent in advance or negotiating with existing landlords to extend their current tenancy. These would include cases where a Section 21 has been issued or they have been asked to leave their current home by friends or family. Assist clients with finding alternative privately rented accommodation and depending on affordability this may not be within Barking and Dagenham.	R	All	Deprivation-financial Affordable housing Debt issues Social isolation Mental Health Disabilities
	Housing ASB	Taking remedies to resolving ASB matters early by using legal powers & sanctions (The Anti-social Behaviour, Crime and Policing Act) to either control behaviours or eviction. Working with non-council tenure disputes, resolved via case work and mediation	R	All	Social isolation ASB Safety
	Vocational Support	Mental health vocational support - help with CVs, interviews, job search, education, social inclusion to build confidence e.g coffee mornings	R		Social Unemployment Mental Health Employability
	Temporary Accommodation Placements Housing Reviews	<ul style="list-style-type: none"> Procurement and allocation of emergency/ temporary accommodation, tenancy management / sustainment, collection of rent for temporary accommodation, Lettings: Allocation and letting of Council stock, procurement and allocation of private rented sector accommodation (to prevent/ discharge Homelessness duties) Physical placement of emergency temporary accommodation and rent collection Investigate all appeals in respect of homelessness decisions and allocations in conjunction with appropriate Housing Law.	R	All	Homelessness Debt issues Mental Health Disability
	Early Intervention Targeted Support	Targeted support for adults, children and young people with multiple and complex needs, delivered within homes and community venues.	R R	All	Parenting Mental Health Disability

Intervention	Reimagine Debt project	<ul style="list-style-type: none"> Support to those at risk of financial crisis being identified and then offered membership of a scheme bringing together a range of interventions. Providing a single point of contact who will establish a debt management plan, a peer-to-peer mentoring programme to improve members' financial management, and provide access to better rates for utilities and discounts from retailers such as ASDA. 	R	All	Financial Support Debt issues Affordable housing Isolation Safety Mental Health Disabilities
	Homes and Money Hub	Working in partnership with Elevate, Jobcentre Plus and the voluntary sector. This is an integrated team that assesses the resident's needs and looks at all problem areas. Partnership working enables problem areas to be resolved quickly rather than spending time visiting different agencies. The resident will also develop skills to enable them to manage their finances in the future.	R	All	Deprivation-financial Benefits issues Financial trouble Affordable housing Mental Health Social isolation Disability
	Hostel Service	Council owned and managed mix of contained and non-contained hostels such as Riverside House, Butler Court, Boundary Road and Brocklebank Lodge for emergency accommodation.	R	All	Deprivation-financial Homelessness Financial trouble Mental Health