

## **Note of Meeting**

### **ONE SWINDON BOARD**

**TUESDAY 25 NOVEMBER 2014**

**Present:** Gavin Jones (SBC), Councillors David Renard, Stan Pajak, and Brian Mattock (SBC), James Griffin (SBC), Cherry Jones (SBC), John Gilbert (SBC), Sue Wald (SBC), Paddy Bradley (SBC), Riana Taylor (BGS&W CRC), Michelle Howard (SEQOL), Pat Geenty (Wiltshire Police), Liz Holmes (Chair of CTB), Dr Peter Crouch (CCG), Haydn Jones (SEQOL), David Wray (VAS), Daniel Rose (VAS), Ian Jeary (Wilts Fire and Rescue), Jill Annal (DWP), Chris Collins (SBC) and Carmel Burton (SBC).

<b>1.</b>	<b>Welcome and introduction</b>	<b>ACTION</b>
	<p>Cllr David Renard, Chair of the One Swindon Board, welcomed everyone present to the meeting, highlighting the new members of the Board who had joined since the last meeting. The Chair also thanked Mr Tony Ranzetta from the NHS Swindon Clinical Commissioning Group for his contribution and enthusiasm which will be missed.</p> <p>The Board noted the following updates:</p> <ul style="list-style-type: none"><li>• The launch of the Swindon Advice and Support Centre which is now a thriving hub.</li><li>• The University Technology College has now opened. It is an employer-led college for 14 – 19 year olds which will equip them for the workplace.</li><li>• The £5.5m funding obtained from the Government for the merge of the Wiltshire and Dorset Fire Services. The Board noted that the Council Tax precept will have to increase from April 2016 to equalise with Dorset.</li><li>• The forthcoming appointment to the role of support officer for the One Swindon partnership. This person will support the Board, and work with commissioners to investigate areas for joint commissioning.</li><li>• A bid has been submitted to the Transformation Challenge Award Fund for Community Navigators.</li></ul>	
<b>2.</b>	<b>Common customer cohorts</b>	<b>ACTION</b>
	<p>The Board received a presentation from Chris Collins, Swindon Borough Council, regarding the actionable insights from the investigation into the customer groups driving demand and cost across our services, and considering how those insights can be used to inform partnership work.</p>	

	<p>Mr Collins noted that the original postcode level of the data had too much variation, but that consistent, matched service use data at a household level is now being used. MOSAIC is still being matched, and there are lots of customer types being identified that drive current service use and theories for who will drive future service use. There is work to do still, but the aim is to have one giant dataset to embed the use and understanding of Customer Intelligence.</p> <p>During discussion the following issues were raised:</p> <ul style="list-style-type: none"> <li>• Most agencies already have MOSAIC so it would be sensible to explore a joint procurement of Household level MOSAIC as there are lots of benefits to using it.</li> <li>• Partner agencies already endeavour to correctly target cohorts but this process could be tightened, with programmes also being tied up.</li> <li>• The data can be shared amongst agencies if the person has given their permission.</li> <li>• It would be helpful to the voluntary sector to have access to this data as it may help to bring in significant funding.</li> <li>• MOSAIC are using this project as a case study so are interested in assisting in whatever way they can.</li> <li>• How people are targeted may change, for example the greater or lesser use of text messages dependent on the cohort in question.</li> <li>• The Police and Crime Commissioner has launched a Community Messaging Service and it would be helpful for this service to be able to target further down than postcode level. They would be supportive of a joint procurement of Household level MOSAIC, and it was noted that a join-up between Swindon and Wiltshire Councils would be helpful for those organisations that cross both.</li> <li>• It was noted that there is a challenge in mapping adult social care, but that there are no other case studies of this so Swindon is trial blazing in this respect.</li> <li>• It was noted that the enquiry that frames the question is essential to help the analysts correctly use the data.</li> </ul> <p>The Board agreed that the possibility of jointly commissioning and procuring MOSAIC at Household level would be investigated. Any further enquiries should be directed towards Chris Collins and James Griffin who will take this up with the analysts.</p>	James Griffin / Chris Collins
<b>3.</b>	<b>Implementation of the Business Cases</b>	<b>ACTION</b>
	The Board received updates on the implementation of the Business Cases as follows.	

## **Strengthen Families**

### *Alcohol Support and Advice – Cherry Jones*

The Board noted that the Alcohol Support and Advice Project Steering Group is in place and consists of Public Health, Localities, New College and Treatment Services. Three areas have been identified for delivery, and links between services have been strengthened. The Recovery Co-Ordinator started in October 2014 and has been training Peer Mentors to help in the co-design stage. Recovery Motivators will be recruited from within the Peer Mentors. The project is on track and is going well.

During discussion the following issues were raised:

- Work has been done with the Licensing Team to look at rules around alcohol being for sale 24 hours a day. The biggest problem however is alcohol consumption in the home.
- How Peer Mentors have been recruited, particularly how friends and family have come forward to volunteer.
- Evidence of impact is expected from this project within six months.

### *Reducing Domestic Abuse – Cherry Jones*

The Board noted that an Independent Domestic Violence Adviser will be based at Great Western Hospital and managed by Swindon Women's Aid. Staff from possible referral agencies have met to discuss the practicalities of the role and referral pathways, and work has been done to identify peak times at the hospital to determine when the Adviser will be available to support victims.

The position of Outreach Worker has not been advertised, but the Clinical Commissioning Group has been assisting in determining hotspots for domestic violence and which GP Surgeries may be best placed to take part in the project.

The contract for the non-mandatory Perpetrator Programme was awarded to BGSW CRC (Probation) and leaflets and referral pathways have been developed. A press release to launch the programme will go out shortly as part of the Domestic Violence Awareness Week.

During discussion the following issues were raised:

- It was noted that the Police will undertake risk assessments on vulnerable people identified after a report of domestic violence, such as children.
- It was noted that the Police are putting together a list of

	<p>serial offenders.</p> <ul style="list-style-type: none"> <li>It was noted that Lottery funding is available for domestic abuse projects.</li> </ul> <p><i>Troubled Families – John Gilbert</i></p> <p>Under the first phase of this programme, 67% of the three year target of 370 families have been claimed for, achieved outcomes and ‘turned around’. Another 215 families are currently identified and being worked with, and it is expected that 100% outcomes will be achieved by the final claim for Phase 1 in May 2015. Swindon has been invited to be an early starter for the extended Troubled Families programme for 2015/2016, the criteria for which is much wider than those of Phase 1, and work is underway to shape the outcome framework and plan with partners for submission to the Troubled Families Unit in the new year.</p> <p><b>Reshape Adult Demand</b></p> <p><i>Well-being Co-ordinators – John Gilbert</i></p> <p>The pilot has supported users stepping down from statutory mental health services, helping them to manage their own health and wellbeing more effectively and build their personal resilience. Take-up was low, but the benefits of this approach were recognised and all parties are keen to use the lessons learnt to embed the approach across mental health services and the wider voluntary sector workforce.</p> <p><i>Safe and Independent Living – Ian Jeary</i></p> <p>An implementation plan has been agreed with partners to run this project in Swindon using the Fire Service to administer the process. It gives vulnerable adults early intervention with the aim to keep them out of care. More partners need to be on board for the referral scheme, and it is spreading further than Swindon.</p> <p>During discussion the following issues were raised:</p> <ul style="list-style-type: none"> <li>It was noted that it will be important to monitor the levels of referrals this may generate for organisations to ensure that they can cope with the level of demand.</li> <li>It was noted that the DWP visiting team could be involved.</li> <li>It was noted that the kind of organisations expecting to refer in to this service are SEQOL, churches, and other small bespoke community groups.</li> </ul> <p><i>Community Navigators – Dr Peter Crouch</i></p> <p>Initial evaluation appears to show that the Community Navigators</p>	
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	<p>work is reducing the number of unplanned hospital admissions. The project is achieving 65% of planned savings, and a third of GP practices are covered. The Navigators are working in the community with people identified as being at risk, particularly those with long term conditions. Self-care plans are being put in place for patients which will reduce social isolation and encourage involvement in community activities.</p> <p>During discussion the following issues were raised:</p> <ul style="list-style-type: none"> <li>• The Navigator needs to be ingrained in the community to be effective, and not be too clinical. There are also issues about overloading demand.</li> <li>• It was noted that MOSAIC could be used to identify areas with high hospital admission rates as a next step.</li> </ul> <p><i>Reducing re-offending – Riana Taylor</i></p> <p>Delivery was started at the hub in March 2014 and service use is ahead of target, with levels of staff and service user satisfaction being high. Attendance has been good, and levels of partner engagement has also been high. There has been a successful bid to enable the expansion of the service into Penhill and the surrounding area.</p> <p><b>Grow the Economy</b></p> <p><i>Local Supply Chain and Procurement – Paddy Bradley</i></p> <p>This project has provided better opportunities for small and medium sized enterprises to bid for public sector contracts. A shared request for quotation has been launched and will be used initially for contracts between £10k and £75k in the areas of estate management and recruitment of temporary staff. Tender opportunities are being detailed on the Swindon and Wiltshire Local Enterprise Partnership website, and one of the next steps is to work with agencies on transparent contracts registers.</p> <p><i>Ready for Work Academy – Jill Annal</i></p> <p>The delivery design is complete and work to clarify the performance measures is under way. This is an employer-led approach to prepare people for the work market, trying to address gaps in the labour market and address missing soft skills. There is still some work to be done on linking with other programmes and activities, the marketing collateral is in development, and tenders are awaited following the completion of the research commission.</p> <p><i>Town Centre Team – Gavin Jones</i></p>	
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	<p>Premises have been identified that will be suitable for the team to be co-located, and the move in date will be mid-January 2015. The core team is being established so that they can engage and consult to embed and develop joint working across several different areas of the Council, Police and its partners to improve the safety and appearance of the Town Centre area.</p> <p><b>Next steps for the Business Cases</b></p> <p>The Board noted that the majority of the Business Cases are live or are about to go live. Savings are now being sought, and ways of being smarter about the costs of the services being provided. It is important to maximise the impact of these programmes, and assess how they are working with local communities and any impact on the community sector. The momentum of the projects needs to be maintained and results delivered, along with the recording of impacts upon different customer types. Partners will be contacted with regards to the next steps.</p> <p>During discussion the following issues were raised:</p> <ul style="list-style-type: none"> <li>• It was noted that the generated savings from these projects should be assessed and recorded.</li> <li>• It was noted that the Board needs to take a view strategically on at what point the projects may scale up or stop. An overview of the Work Programme, with key milestones, will be brought to a future meeting of the Board to inform the discussion.</li> <li>• There is a challenge on the return of investment in some instances where results are not always seen straight away. Recipients may also move away from the area for example so some thought may need to be given to tracking.</li> </ul> <p>The Board noted the updates given.</p>	
<b>4.</b>	<b>External Funding Awards</b>	<b>ACTION</b>
	<p>The Board received updates on external funding either awarded to or being applied for by partner organisations.</p> <p>John Gilbert, Swindon Borough Council, referred to the submission to the Transformation Challenge Award Fund for Community Navigators as mentioned earlier in the meeting. He advised that the outcome should be announced on Friday 28 November 2014 and that partners will be informed accordingly.</p> <p>Ian Jeary, Wiltshire Fire and Rescue Service, referred to the Government transformation fund award of £5.5m for the merger with Dorset as mentioned earlier in the meeting. He highlighted what the funding would be used for, such as a new IT system.</p>	

	<p>Pat Geenty, Wiltshire Police, advised members of the Wiltshire bid to the Police Innovation Fund which includes a project to use computers to analyse and predict where crime will take place allowing for the correct allocation of resources.</p> <p>The Board noted the update.</p>	
<b>5.</b>	<b>SBC / Wiltshire Police Joint Working</b>	<b>ACTION</b>
	<p>The Board received a presentation from Gavin Jones, Swindon Borough Council, and Pat Geenty, Wiltshire Police, on the proposed move towards a more strategic and holistic view of joint working between frontline teams.</p> <p>Mr Jones advised that the respective transformation teams had recently spent half a day looking at the following issues with regards to the above objective:</p> <ul style="list-style-type: none"> <li>• A commitment to creating a multi-agency safeguarding hub in Swindon which would cover both adults and children.</li> <li>• Domestic violence and potential funding sources.</li> <li>• A strategic focus on the town centre.</li> <li>• A place-based approach to integrated working and the learning that can be taken from this.</li> <li>• The cultural aspects of different agencies working together.</li> <li>• Customer access and back office work that could be undertaken jointly.</li> </ul> <p>The Board noted that this is still in the early stages of development, but that governance will be put in place to ensure that the Board receives regular reports.</p>	
<b>6.</b>	<b>One off funding requests</b>	<b>ACTION</b>
	<p>The Board received and discussed the following requests for one-off funding.</p> <p><i>Strategic Network Development Worker – Voluntary Action Swindon</i></p> <p>David Wray, Voluntary Action Swindon, advised members that the job description for the Development Worker had been changed in line with the recommendations from the last meeting of the Board, along with the key benefits document. The post has now been endorsed by commissioners. The Development Worker post will be cost effective and generate volunteer capacity, with a £30k salary (£40k per annum with add-ons) for 16 months. The request is for</p>	

	<p>£53,335.</p> <p>During discussion the following points were raised:</p> <ul style="list-style-type: none"> <li>• The Board originally had nearly £1m of funding which has gone to the Business Cases approved so far. This Development Worker funding would come from the same budget.</li> <li>• The Development Worker would be monitored as it is aligned to voluntary contracts.</li> </ul> <p>The Board agreed to fund £53,335 for the appointment of the Strategic Network Development Worker.</p> <p><i>Swindon Town Centre Partnership Vehicle – Wiltshire Police</i></p> <p>Pat Geenty, Wiltshire Police, advised members that a more flexible vehicle is required than the current double decker bus, and that locality working will require a vehicle to get teams into different locations. £20k of funding is requested.</p> <p>During discussion the following points were raised:</p> <ul style="list-style-type: none"> <li>• There is an opportunity with this vehicle to add on public health promotions.</li> <li>• A longer term commitment is not required from Swindon Borough Council on this project.</li> </ul> <p>The Board agreed to fund £20k for the Swindon Town Centre Partnership Vehicle.</p>	
<b>7.</b>	<b>Any Other Business</b>	<b>ACTION</b>
	<p>Daniel Rose, Voluntary Action Swindon, asked members to note that a Swindon Community Infrastructure Partnership meeting had recently been held. Over 50 different voluntary and community sector organisations attended, and interactive films from the event are available on the Swindon Viewpoint website. The event was very popular so it is intended that this will now be hosted on an annual basis.</p> <p>Pat Geenty, Wiltshire Police, asked members to note that the What Works database is now up and running. It was agreed that partner organisations would input their current projects onto the database.</p> <p>The date of the next meeting of the One Swindon Board was confirmed as 24 March 2015.</p>	James Griffin