



SHROPSHIRE HEALTH AND WELLBEING BOARD

Report

Meeting Date	21 st September 2023			
Title of report	<ul style="list-style-type: none"> Evaluation of the Winter Support Service 2022/23 Preventative Commissioning 			
This report is for (You will have been advised which applies)	Discussion and agreement of recommendations	x	Approval of recommendations (With discussion by exception)	Information only (No recommendations)
Reporting Officer & email	Lisa Middleton – lisa.middleton@shropshire.gov.uk			
Which Joint Health & Wellbeing Strategy priorities does this report address? Please tick all that apply	Children & Young People		Joined up working	X
	Mental Health	X	Improving Population Health	X
	Healthy Weight & Physical Activity	X	Working with and building strong and vibrant communities	X
	Workforce		Reduce inequalities (see below)	X
What inequalities does this report address?	<ul style="list-style-type: none"> Older people Adults with poor mental health Adults living rurally Deprivation Family carers 			

Report content - Please expand content under these headings or attach your report ensuring the three headings are included.

Executive Summary - Winter Support

During Winter 2022/23, Shropshire Council commissioned a Winter Support Service (WSS) for a third consecutive year that worked with vulnerable, and potentially vulnerable Shropshire residents. The service supported people to avoid a health and care crisis over the winter period and worked by connecting local residents to a range of support offered locally by the voluntary and community sector.

The service was an enhancement of the current well-being and independence service commissioned by the council and delivered by the Wellbeing & Independence Partnership, Service (WIPS), and was also delivered in partnership with British Red Cross, Shropshire Mental Health Support and Shropshire Council's Customer Service Team.

Highlights of the service:

- Incorporation of mental health support that was placed to assist residents with significant MH (and often physical health issues).
- By partnering with a collaboration of complementary VCS partners, the service was able to address both the priority of keeping people well supported at home and facilitating supported hospital discharges.
- The role of the WSS Coordinators (embedded within the LA's Customer Services Team) worked well. This allowed for close working relationships and the ability for the coordinators to link into other aspects of the LA's front door with ease (e.g., FPOC / Welfare Support / Cost of Living Advisors / Housing / Safeguarding).
- Streamlined approach to receiving and actioning referrals.
- Excellent uptake from residents engaging in the telephone interviews.
- Excellent feedback from residents re: impact, including significant improvement in reported wellbeing.
- Mobilisation of a wide range of VCS resources.
- Value for money.
- Preventative and holistic community focussed front door.

- Contribution towards CORE 20 PLUS 5 priorities.
- Contribution towards the falls prevention agenda and prevention of loneliness and isolation.

The Winter Support Service provided a coordinated and collaborative offer to residents which illustrated the ability to bolster the capacity of support on offer and deliver in a way that was both streamlined, efficient and holistic in nature. Further comments with respect to future investment in this type of provision are as follows:

- Consideration to be given to whether this approach could be built into our operating model all year round. This approach to navigating the local offer has been taken by other rural local authorities which has helped to mobilise the VCS resources through the instigation of a community orientated front door.
- Further scope to improve our ability to measure impact and demand management through the mobilisation of preventative VCS activity.
- Improved coordination and engagement across the system to ensure that service delivery of this nature is invested in appropriately and proportionately.
- As resources become more pressured there is greater need to ensure that provision is targeted amongst those most in need, considering both demand management and population health. Improved understanding and use of the JSNA data will provide a focal point moving forward.
- Continued commitment to ensuring that the system funds capacity and sustainability within the VCS.

Report Recommendations – Winter Support

- For this service and its impact to be noted
- Endorsement of the recommissioning of the service, should funding be made available, for Winter 23-24
- For a discussion to be progressed concerning the value of facilitating an all year round offer, and how this might be achieved

Main Report – Winter Support

Please see report attached



The Winter Support
Service 2022-23 - rep

Executive Summary – Preventative Commissioning

Wellbeing and Independence - Shropshire Council currently commissions wellbeing and independence services for adults with the overarching aim of helping people to remain independent and active in their own home and their community in order to reduce the likelihood of them becoming unwell, using health services or long-term formal care and support. The current scope of the service consists of the 4 following key elements:

- Practical help in the home
- Friendship support (befriending)
- Day opportunities
- Keeping well, keeping active incorporating the development and support of groups aimed at keeping people active

This contract, referred to as The Wellbeing and Independence Partnership Service (WIPS) has been in-place since 2019 and is delivered by a consortium of well-established voluntary sector providers. These are as follows:

- Age UK (lead provider)
- The QUBE
- The Mayfair Centre
- Royal Voluntary Service
- Community Resource

The contract is forecast to expire on the 31st March 2024, therefore, a project group has formed to steer the commissioning of a new contract which will go live from the 1st April 2024 onwards. In order to support this process, a significant level of engagement and soft market testing has taken place in order to inform an options appraisal and future specification. Commissioners are working to a deadline of mid-Autumn to go out to tender with the new specification.

Advice, Advocacy and Welfare Benefits - another relevant workstream to note includes the recommissioning of VCS activity that provides advice, advocacy, and welfare benefits (AAWB) services. The current contract is delivered by the following organisations.

- Citizens Advice Shropshire (lead provider)
- Age UK
- Taking Part
- A4U

The commissioning arrangements for the AAWB contract will expire on the 30th September 2024. Therefore, a similar workplan is in place to conduct the necessary engagement with the marketplace, workforce, and residents in order to inform future decision making.

The activity outlined above is funded by The Better Care Fund as it aligned to the ASC preventative budget.

Recommendations – Preventative Commissioning

Ensuring a strong, vibrant and well-resourced voluntary and community sector is essential in our commitment to prioritising prevention and improving future health outcomes by tackling health inequalities which in-turn assist in managing demand on statutory health and social care services.

The request of the board is to ensure that this recommissioning activity is noted when considering the transformational workstreams that will be supported by activity of this nature. This includes, but is not limited to:

- Adult Services Reablement
- Adult Services Front Door
- Proactive Care
- Adult Services Care at Home

A commitment to investment in the VCS will both prevent the manifestation of demand, and also ensure that we have a strong community led offer that will support the system to approach care and support in a manner that is person centred and strengths based.

Report

No further information available at this time.

Risk assessment and opportunities appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

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This activity aligns to the reduction of health inequalities, although no specific risk assessment is in place.

Financial implications (Any financial implications of note)	Winter Support Provision - consideration for future resourcing to deliver activity of this nature. Whether that be time limited i.e., Winter 23-24, or through commissioned activity that could facilitate navigation and the delivery of preventative activity all year round. Prevention Commissioning – the funding envelope associated with future resourcing of activity that supports wellbeing and independence / advice, advocacy, and welfare benefits in yet to be clarified. This funding stream sits with the Local Authority within ASC’s preventative budget which is resourced via The Better Care Fund.	
Climate Change Appraisal as applicable	n/a	
Where else has the paper been presented?	System Partnership Boards	✓ ShIPP
	Voluntary Sector	
	Other	
List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)		
Cabinet Member (Portfolio Holder) Portfolio holders can be found here or your organisational lead e.g., Exec lead or Non-Exec/Clinical Lead Cllr Cecilia Motley – Portfolio Holder for Adult Social Care, Public Health & Communities Rachel Robinson – Executive Director, Health, Wellbeing and Prevention		
Appendices Appendix A – The Winter Support Service 2022 -2023, Report		