

18 April 2017**Agenda Item: 6****REPORT OF THE SERVICE DIRECTOR FOR MID NOTTINGHAMSHIRE****DEFENCE MEDICAL WELFARE SERVICE BID TO DEVELOP AGED
VETERAN SERVICES IN NOTTINGHAMSHIRE****Purpose of the Report**

1. This report:
 - a) sets out the details of a St John and Red Cross Defence Medical Welfare Service (DMWS) bid for Armed Forces Covenant funds to develop a portfolio of short term projects for aged veterans in Nottinghamshire,
 - b) requests approval to establish a fixed term Co-production Development Worker (Band A) post, with authorised car user status, for delivery of part of this work, should the bid be successful.

Information and Advice

2. In June 2016 the DMWS made contact with the Council to seek support for the submission of an expression of interest to the Aged Veterans Fund, managed by the Armed Forces Covenant. The DMWS had previously been successful in attracting funding for a medical welfare support service in Greater Manchester and at that stage had identified Nottinghamshire as an area for future development due to a high veteran population and reduced Ministry of Defence funded support services leaving a gap in the East Midlands.
3. Approximately 9.2% of Nottinghamshire's estimated 750,000 population are ex-service community (RBL, 2014) equating to 65,000 people. 46% of the current ex-service community are over 65 years, so it is estimated there are over 30,000 65+ aged veterans living in Nottinghamshire. At present, the County Council has no specific systems in place to pro-actively identify or support aged veterans or their families and carers in order to work with them in a preventative way and in partnership with health colleagues to ensure that they are accessing the most appropriate services in a timely way.
4. An expression of interest was subsequently developed in partnership with both Nottinghamshire and Herefordshire County Councils and also the Alzheimer's Society. This was submitted last summer and the DMWS was subsequently invited by the Armed Forces Covenant to tender a full application to the fund. This was submitted in December 2016 and sets out proposals for a portfolio of two year projects (across both Nottinghamshire and Herefordshire) and associated funding requirements. The outcome

of the bid will be known shortly and Committee will be verbally notified at the meeting, enabling early implementation of the proposal if approved.

5. The core project in each of Nottinghamshire and Herefordshire would be a DMWS provided service comprising five welfare officers (three of which will be based in Nottinghamshire) to deliver practical and emotional support to aged veterans (and their families and carers) in a local healthcare pathway. This will include providing advocacy, support during treatment, and referral and signposting to other local services. The DMWS will develop this in partnership with health partners across Nottinghamshire, but will initially focus on mid Nottinghamshire where there is a high concentration of veterans. The model is based on a service already being delivered in Greater Manchester where welfare officers are based with hospital trusts and where stated outcomes include improvements in recovery and well-being, discharge planning and patient experience and reductions in length of hospital stay and social isolation.
6. Alongside this core service would sit a number of other projects that aim to complement the core and meet gaps in current provision. For Nottinghamshire, this includes:
 - a. Nottinghamshire County Council - Identification, Co-ordination and Co-Production Project
 - b. Nottinghamshire County Council – Activities fund to be used to support the co-production element of the above project
 - c. DMWS – Armed Forces Awareness and Mental Health First Aid Training
 - d. Alzheimer’s Society – Aged Veterans Dementia Training.
7. The proposed project to be provided by the Council is made up of a number of elements.
 - a. Identification – this will be achieved by including the question “Have you or a member of your family ever served in the armed forces (regulars or reserves)?” when dealing with calls to the Customer Service Centre and enquiries to Connect and Carers’ services. This will build the Council’s knowledge of the County’s veteran population and their needs and ensure that veterans are directed to the most appropriate services.
 - b. Co-ordination – with the support of the Council’s armed forces lead officer who is based in the Community & Voluntary Sector Team, links will be built between new and existing veteran services and the pathways into and between services mapped to ensure that appropriate signposting and referrals and positive customer journeys are achieved.
 - c. Co-production – this will be delivered through the employment of an additional Aged Veterans Co-production Development Worker based in Nottinghamshire County Council’s Co-production team. This team has already demonstrated that it can improve people’s health and well-being and prevent people’s needs increasing by supporting access to local community services. Supported by the Council’s armed forces lead officer, the project will seek to engage armed forces veterans over the age of 65 years and explore and co-produce projects and activities through which veterans can improve well-being. These projects and activities will be determined with those participating but could include developing a war memories archive, inter-generational

work, an armed forces awareness project or befriending and peer support to regimental colleagues, including those in residential and nursing homes.

- d. As well as an additional temporary worker, the bid includes a request for funding to develop such activities through the co-production work.
8. Should confirmation of funding be received in March 2017, recruitment to this additional Co-production Development Worker post should proceed as quickly as possible in order to maximise the impact of the project. Approval is therefore requested to establish this post subject to funding confirmation. The cost of the post, which is expected to be £72,142 for the period June 2017 to March 2019, would be met from the Aged Veterans Fund.
9. Should the bid be successful, the funding will be awarded to the DMWS, which will distribute funds to partner providers including the Council, oversee and monitor the delivery of the portfolio of projects, and report to the funders as required.
10. The project will deliver benefits for individuals, measured through use of the Ways to Well-being tool. This is a national promoted evidence researched tool that enables people to understand better how to Be Active, Give, Connect, Take Notice and Learn as a means to improving well-being. There will also be community level benefits through the development of co-produced activities, groups and projects. Efforts will be made to enable these to continue with some on-going support from existing armed forces organisations across the county.
11. The DMWS will carry out and report on an evaluation of the portfolio of projects delivered. This will include the elements delivered by the Council, which will be measured against target numbers reached in each element of the project and impact of the Co-production element, demonstrated through self-reporting against the five Ways to Well-being.

Other Options Considered

12. The original expression of interest set out that the Nottinghamshire County Council delivered project would focus on identification and building strategic links and intelligence. It was felt, however, that much of this could be delivered as part of the core business of the Council. The subsequent bid therefore built on this and focused on ensuring that, once people are identified, there are options for people to access that will deliver greater impact for aged veterans and sustainable outcomes beyond the two year life of the programme.

Reason/s for Recommendation/s

13. If successful, this DMWS bid will bring approximately £400,000 of additional investment in services for aged veterans in Nottinghamshire in 2017-19. £106,000 of this total is for the Council resources listed in **paragraph 7**. The project will support delivery of the Adult Social Care Strategy through seeking to identify and target preventive work to avoid or delay the need for social care and support services. Once the initial two year pump priming funding ends it is aimed that the services developed will be able to be sustained by existing resources.

Statutory and Policy Implications

14. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

15. If successful, this funding application would bring an additional £400,000 to Nottinghamshire over two years, including an additional £106,000 to the Council. Against this additional income the Council will commit £72,142 to the employment of an additional Co-production Development Worker.

Human Resources Implications

16. If successful, this project would require the recruitment of an additional Co-production Development Worker on a fixed term contract and the use of existing management resources to support this member of staff. Trade Union colleagues have been consulted and support the proposal.

Implications for Service Users

17. If successful, this project would enable people identified as veterans through new processes to be advised and supported more effectively. The project aims to support 250 aged veterans to engage in co-production over the two years and improve their self-reported well-being score. There will be additional benefit to others impacted by the range of co-produced projects.

RECOMMENDATION/S

That:

- 1) the details of a St John and Red Cross Defence Medical Welfare Service (DMWS) bid for Armed Forces Covenant funds to develop a portfolio of short term projects for aged veterans in Nottinghamshire be noted
- 2) should the bid be successful, the establishment of 1 FTE temporary Co-production Development Worker post (Band A) to 31st March 2019 be approved and the post to be allocated an authorised car user status.

Sue Batty
Service Director, Mid Nottinghamshire
Adult Social Care, Health and Public Protection

For any enquiries about this report please contact:

Lyn Farrow
Commissioning Manager (Adult Social Care, Health and Public Protection)

T: 0115 977 2503

E: lyn.farrow@nottscc.gov.uk

Constitutional Comments (SMG 06/01/17)

18. The proposals outlined in this report fall within the remit of this Committee.
19. The Employment Procedure Rules provide that the report to Committee include the required advice and HR comments and that the recognised trade unions be consulted on all proposed changes to staffing structures (and any views given should be fully considered prior to a decision being made).

Financial Comments (KAS 05/01/17)

20. The financial implications are contained within paragraph 15 of the report.

Background Papers and Published Documents

None.

Electoral Division(s) and Member(s) Affected

All.

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