

APPENDIX B

PCC Delivery Plan Update Report - The New Cross Support Team

“Design and implement a new ‘Neighbourhood Locality Working Model’ in the County and align with City wide tasking model.”

Background and context

It is widely recognised that public services need to work differently to minimise the impact of reducing central government funding. It is also recognised that there are communities who have multiple social needs and who draw significant public resources into them on a daily basis.

Through this recognition and on the strength of partnership and relationships within Nottinghamshire a coalition of agencies was built, prepared to work differently together, and pilot a new service model in alignment with the PCC’s locality review. We found that with services built around institutions rather than people, residents can experience a bewildering and fragmented journey through services which are designed to support them, but in some cases can leave them feeling more vulnerable, disenfranchised and frustrated. From an organisational point of view, there can be significant duplication, ineffective practices and wasted effort.

Creation of the New Cross Support Team

The New Cross Support Team was created and tasked with working with residents in Sutton in Ashfield in a different way; ensuring residents are supported by services that work for them, rather than for the host organisation.

The purpose of the New Cross Support Team was defined as:

“HELP ME BE SELF SUFFICIENT AND LIVE A BALANCED AND FULFILLED LIFE”

The team drew together officers from a variety of both statutory and non-statutory organisations. All were asked to “bring their skills, but leave their badge”. Officers would retain access to systems and institutional knowledge held by each distinct organisation, and share data through the E-Cins database, yet they would be free from any procedural or criteria based burden from within existing service provision of the organisation. The following agencies are currently operating within the team:

- Ashfield District Council
- Mansfield District Council
- Nottinghamshire County Council

- Nottinghamshire Police
- Nottinghamshire Fire and Rescue Service
- Catch 22
- DWP Jobcentre Plus
- Framework Housing Association

Location based services

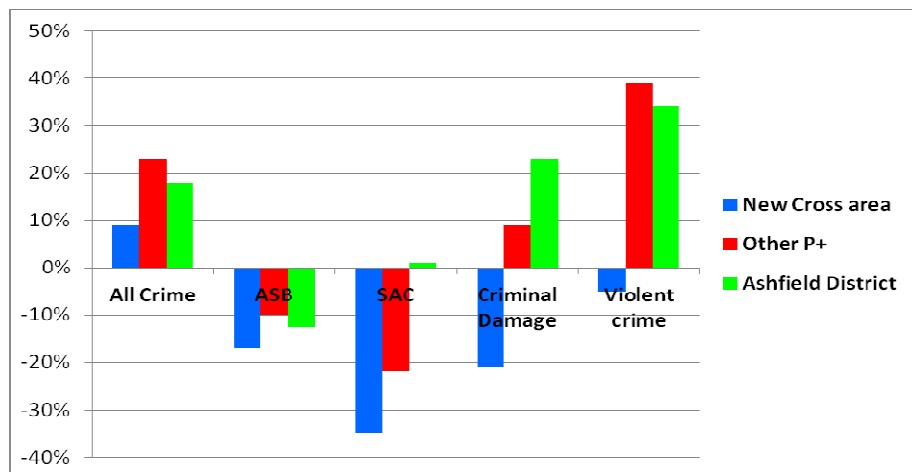
To facilitate greater relationship building with the community, and to distance the team from more institutional 'standard service delivery' models, a terraced house was purchased and converted into office space. The office has since become a pseudo 'hub' for residents, who present to the property to report issues, for support and guidance, and to feed back on community based issues.

Evaluation

The evaluation has been multi-faceted and has considered impacts on macro data sets, for example crime levels and demand on Council services. It has also then considered perceptions of individuals who received support from the New Cross Team. These perceptions have been gathered through the support of Nottingham Trent University who undertook a series of interviews to provide some independent rigour to the evaluation.

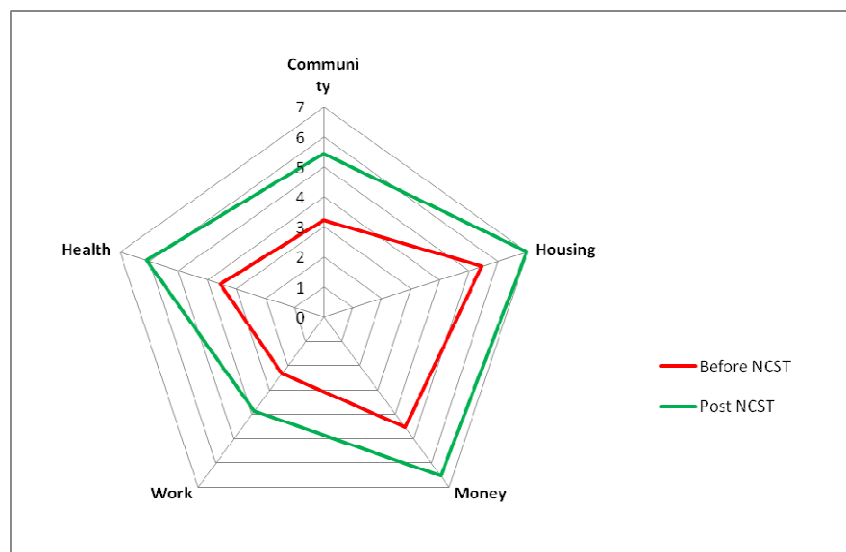
Crime data impacts

The graph below shows the year to date change in recorded crime for the 6 output areas comprising the pilot area for the period April – September 2015, compared to the Ashfield district as a whole and 4 other 'control' areas which share similar socio-demographic characteristics and challenges. Given the relatively short time the pilot has been operating there should be a level of caution over these findings and it will be important to continue tracking performance over a long term period but the differences are certainly noteworthy.



Impacts on individuals

Of the 120 cases worked on so far, 16 have been fully costed and evaluated. For each of those, the individuals supported undertook a 'Window on the World discussion' where they considered all aspects of their lives. For each area, e.g. health, money, housing etc, they were asked to score from 0-10 how they saw themselves currently. The average of their collective responses the first time they met the New Cross Support Team is shown in red. The average of their collective responses after they have been supported by the team is shown in green.



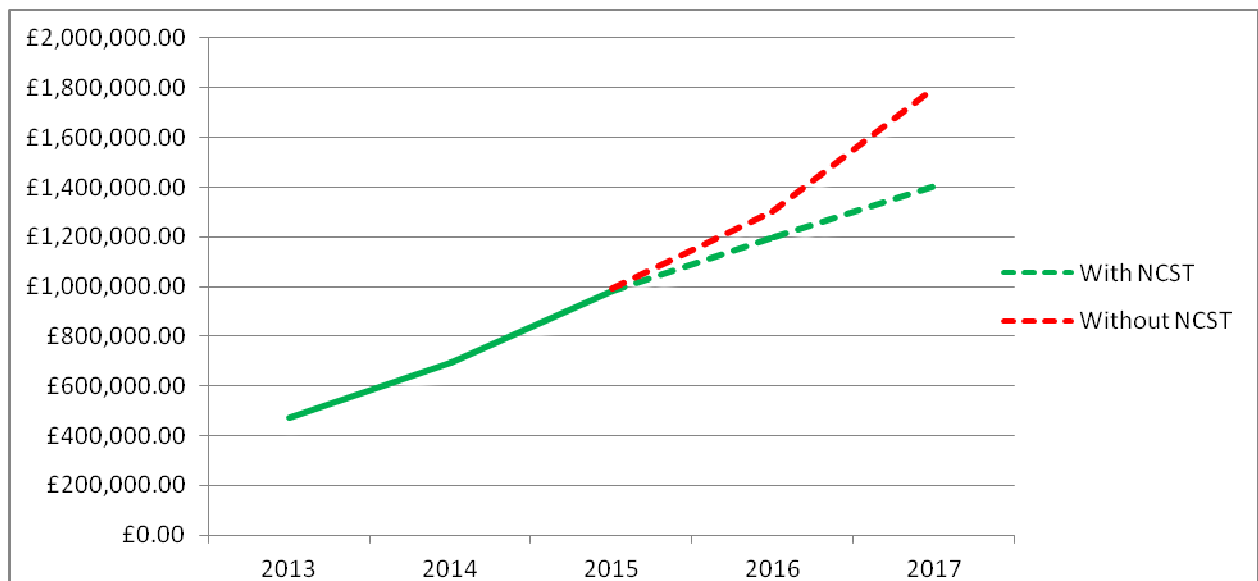
Some of the testimony received through the interviews undertaken by Nottingham Trent University is very powerful, and a few small extracts are provided below:

Before I had this support must have rang ...the police and the ambulance up like 10 times or something. I was in A and E six times. I was running back and I didn't have the support....Now I've not rang the police or A and E for months.

I get up in the morning I'm a different person and I've got no reason to like big these people up but I am because they've saved my life. I don't really think I'd be...I think I'd be dead.

Financial Impact

To ascertain the impact of the New Cross Support Team, the historical costs of the 16 cases fully evaluated were established. This showed the actual financial cost to public services of all the demand generated by those individuals. Once the New Cross Support Team start working with an individual they keep a record of all costs associated with the case, enabling a direct comparison to be drawn between the historical costs and projected future costs. It is then possible to consider what the costs may have been had the New Cross team not intervened.



Based on the above, the total costs saved to the public sector from the 16 cases by 2017 would be £385k. If this was extrapolated across all 115 cases the team have worked with, the public sector saving would be £2.75m.

For every £1 spent, £7 could be saved.

The future

Ashfield District Council is committed to mainstreaming the funding for the Support Team. As such the Council has offered to employ a number of Support Team worker posts, funded by multiple agencies, and to be supplemented by a smaller number of seconded officers to create a hybrid approach within the team.

To date, commitments have been made from the Police and Crime Commissioner, Nottinghamshire Police, Nottinghamshire Fire and Rescue Service and local Clinical Commissioning Groups towards providing funding or seconded personnel to the New Cross Support Team on a permanent basis.

The project will also be rolled out to Ashfield on a wider basis, beginning with a similar area in Broomhill, Hucknall. The evaluation for both will continue to inform service delivery across Ashfield, and Nottinghamshire, supporting the wider locality and Public Sector reform agendas.