

29 March 2021

Agenda Item: 11

REPORT OF THE SERVICE DIRECTOR, AGEING WELL SERVICES

WELLBEING CALLS

Purpose of the Report

1. The purpose of this report is to seek approval for the establishment of 3.5 temporary full time equivalent Community Care Officer (Grade 5) posts for 12 months to deliver Wellbeing Calls as set out in this report.

Information

2. The Contain Outbreak Management Fund has been made available to local authorities to support proactive containment and intervention measures during the Covid pandemic. This includes an element that can be used to support people and communities, vulnerable groups and improve mental wellbeing. A previous report was approved by Committee on 11th January 2021 which agreed the objectives and breakdown of the funding.
3. Within the grant funding of £140,000 has been allocated to pro-actively identify people aged 55 plus who may benefit from a 'Wellbeing MOT' call. The aim is to link people into existing services provided by the Community Hub (food shopping, social links), as well as other preventative services provided by partners in the County. It will also offer information, advice and support to help people plan for later life e.g. consideration of housing options, Advance Care Planning.
4. It is proposed that the following posts are created and based in the Council's Maximising Independence Service to provide the additional capacity to undertake these calls.
 - 3.5 Full Time Equivalent (FTE) temporary Community Care Officers (Grade 5), at a cost of £124,943, for 12 months (up to 31st March 2022).
5. It is proposed that this support focuses on contacting people pro-actively for early intervention who would not be raised through GP Primary Care Networks for e.g. Social Prescribing/Care Navigation. As the calls will be undertaken in social care's Maximising Independence Service, if they have potential needs that social care can support with a period of re-ablement/enablement or other social care support, then this can be provided or

arranged directly. The service has good links with Community Health and will be able to refer to them for any relevant health needs.

6. It is known that many people do not plan early enough for their housing options in later life. By the time they are in contact with social care it is often too late because they are in a crisis, potentially in hospital. The service will therefore also provide information and support with active planning for ageing well. The Choosing Where to Live Guide is one good example of the types of questions that people need to think about when deciding whether or not to move home and can be found at the following link:

[Choosing where to live | Advice guide | Independent Age](#)

7. The service will use a variety of ways to pro-actively identify people who may not be getting information and advice from other routes. Different approaches will be tested to see which are most effective. This includes for example:
 - a) contacting people aged 55 plus who are discharged from hospital with no support. Other local areas have done work to identify a number of people who were struggling in the short term with the reality of being back at home from hospital, with practical and emotional issues. Pro-active intervention at this point was found to reduce re-admissions. Examples include work done in Brighton and Hove, as well as Leicestershire, Leicester and Rutland.
 - b) using the approach that the Local Resilience Forum successfully used to target people to contact potentially vulnerable people to link into Community Hub services, using data shared across partners through the General Practice Repository of Clinical Care (GPRCC).
8. The work will be evaluated and will inform the review of the Department's Prevention Strategy and services. This process will consider the outcomes of this one year scheme and, if successful, how these can be embedded within local systems into business as usual.

Other Options Considered

9. Other options have been considered as part of the development of this proposal, which is based on evidence of successful projects elsewhere such as Brighton and Hove, Leicestershire, Leicester and Rutland.

Reason/s for Recommendation/s

10. The proposal in this report will enable a proactive approach to contacting people to check that they are safe and well, connect people into the advice and support that they may need during the Covid 19 pandemic and support people to plan for their future lives.

Statutory and Policy Implications

11. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, 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, smarter working, sustainability

and the environment 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

12. The cost of the posts is £124,943, plus a small budget of £8,497 for staff ICT and mileage, as well as £6,560 for small items of equipment to support independent living. The funding for all these three elements is available within the £140,000 allocation within the Contain Outbreak Management Fund Grant.

Human Resources Implications

13. The posts will be recruited to on 12 month contracts in line with Nottinghamshire County Council policies.

RECOMMENDATION/S

- 1) That Committee approves the establishment of 3.5 temporary full time equivalent Community Care Officer (Grade 5) posts to deliver Wellbeing Calls, based in the Maximising Independence Service for a period of 12 months up to 31st March 2022.

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Constitutional Comments (EP 01/03/21)

14. The recommendation falls within the remit of the Adult Social Care and Public Health Committee by virtue of its terms of reference.

Financial Comments (ZB 04/03/21)

15. The cost of 3.5fte temporary Grade 5 posts for 12 months is £124,943, plus additional costs of £15,057 as detailed in **paragraph 12**. The total expenditure of £140,000 will be funded by the Contain Outbreak Management Fund, which was agreed at the 11th January 2021 Adult Social Care and Public Health Committee meeting.

HR Comments (SJJ 17/03/21)

16. The temporary posts will be recruited to fixed term contracts in line with the Authority's employment policies and procedures. The report has been shared, for information purposes, with the relevant recognised trade unions.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

[Contain Outbreak Management Fund – report to Adult Social Care and Public Health Committee on 11th January 2021.](#)

Electoral Division(s) and Member(s) Affected

All.

ASCPH752 final