

NORTH LINCOLNSHIRE COUNCIL

POLICY AND FINANCE CABINET MEMBER

DELIVERING DIFFERENTLY IN NEIGHBOURHOODS PROJECT

1. OBJECT AND KEY POINTS OF THIS REPORT

- 1.1. To inform the Cabinet Member on progress with the above mentioned project.
- 1.2. The key points of this report are:
 - Following a competitive process NLC was allocated £60,000 as part of the Government's Delivering Differently in Neighbourhoods (DDiN) programme;
 - The council is using the funding to explore new ways of working with Town and Parish Councils in the provision of advice and guidance to local residents;
 - The work has informed the draft specification for the advice and guidance services the Council would like to purchase from 2016 onwards;
 - A presentation was made at the Department for Communities and Local Government (DCLG) and they are to visit to see the work at first hand; and
 - Additional benefits include the creation of a database of VCS groups across North Lincolnshire which will feed into a planned, online information hub.

2. BACKGROUND INFORMATION

- 2.1. DCLG is looking to transform the way local authorities deliver their services through a number of Delivering Differently programmes. NLC is part of DDiN exploring how we can involve town and parish councils, residents and professionals in shaping the way services are delivered.
- 2.2. As part of the transformation agenda DDiN seeks to develop digital methods to provide relevant information complimented by appropriate training to encourage social action in our communities, helping people to better help themselves and those in need in their communities.
- 2.3. Progress to date includes:
 - 2.3.1. Recruitment of three Parish Clerks covering the following parishes: Elsham, Hibaldstow, Worlaby, Haxey, New Holland, Redbourne, Ashby Parkland, South Killingholme, Scawby, Ulceby and Wootton.
 - 2.3.2. Commissioning of Meeting New Horizons (MNH) to work with the Clerks and develop materials assisted by Citizens Advice (CAB) and Crosby Community Association (CCA) in outreach activity.
 - 2.3.3. The creation of a database of over 450 VCS groups using e-spatial mapping to allow users to search by group, activity, location or council priority.

- 2.3.4. The development of a Cost Benefits Analysis (CBA) tool so VCS groups can show the true value of their work in a standardised form using Government approved methodology.
- 2.3.5. Outreach advice and guidance services have been provided guided by advice from the Clerks using the council's exhibition vehicle as a base.
- 2.3.6. Free Benefits advice training is to be made available to the Clerks and is to be opened up to others working in the community.
- 2.4. The project has already shown how digital by default services could lead to residents and those who work in the community being better able to help themselves or those who need help in the community.
- 2.5. It has informed the specification for future advice services currently being developed as to how people can get help in isolated communities through the planned development of a web based information hub which will allow anyone in North Lincolnshire to find out what services are available and how they can access them. It is hoped that this will feed into and be part of the council's Transforming Customer Access project.
- 2.6. As part of the rationalisation of how the council works with the VCS we will explore how the CBA tool can be used as part of the Community Grant Fund application process to further inform decisions on the allocation of funding.
- 2.7. We have asked MNH, as part of their management of HealthWatch, to scope the viability of developing social prescribing as a way of reducing the number of people being prescribed medication where other activities such as a referral to advice services, could be used to provide a long term solution to stress related illnesses.
- 2.8. DCLG asked NLC and MNH to make a presentation on their work at a recent national network meeting and they are to attend one of the future outreach and/or training sessions to see the work at first hand. There was particular interest in the CBA tool.

OPTIONS FOR CONSIDERATION

- 2.9. Option 1 – That the Cabinet Member notes this report.

3. ANALYSIS OF OPTIONS

- 3.1. Option 1 - The DDiN project is working toward meeting many of the objectives of the Transformation agenda and the lessons learned are being used to develop the specification for the advice and guidance services the council will purchase from 2016 onwards.

4. RESOURCE IMPLICATIONS

- 4.1. Financial – All costs of the project are covered through the DCLG allocation.
- 4.2. Staffing – The project is being delivered by staff as part of their existing work.
- 4.3. Property - There are no property implications.

4.4. IT - There are no IT implications.

5. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

5.1. . There are no negative impacts which cannot be managed.

6. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTEREST DECLARED

6.1. An ongoing dialogue has taken place with the Parish Clerks and VCS groups involved as part of the co-production methods used to develop the project.

7. RECOMMENDATIONS

7.1. That the Cabinet Member notes this report

7.2. That the Cabinet Member receives further progress reports as appropriate.

DIRECTOR OF POLICY AND RESOURCES

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Background Papers used in the preparation of this report:
Poverty Needs Assessment