

12 MARCH 2018

## REPORT OF THE CHAIR OF THE AREA PEOPLE BOARD

### East Sunderland Area People Board Progress Report

#### 1 Purpose of Report

- 1.1 In June 2017 the Local Area Plan's priorities associated with People were referred to the East Sunderland Area People Board to action on behalf of the Area Committee. This report provides an update on the work plan, as set out in **Annex 1**.

#### 2 Key Areas of Influence / Achievements

- 2.1 Outlined below is a summary of the key areas of influence / achievements of the East Sunderland People Area Board up to 28 February 2018.

Area Priority	Progress Update																											
Improving health and wellbeing  Healthy Steps  Work Plan Reference (W.P.R. 1.1)	<p>In December 2017 the People Board received an update on the quarterly performance report submitted by Sunderland BME Network on the delivery of the Healthy Steps project.</p> <p>The Healthy Steps project focuses on making services and community activities more accessible and easier to navigate by delivering four main outcomes targeting BME communities, these are:</p> <div><div>i)</div><div>Increase access to information and services.</div></div> <div><div>ii)</div><div>Reduce health inequalities.</div></div> <div><div>iii)</div><div>Encourage participation in non B.M.E. community buildings.</div></div> <div><div>iv)</div><div>Raise awareness of different cultures.</div></div> <p>The table below indicated the output, target and actual figure achieved during its first quarter which indicates good progress has been made:</p> <table><tr><th>Output</th><th>Target</th><th>Actual</th></tr><tr><td>People accessing information</td><td>60</td><td>165</td></tr><tr><td>Women engaged and benefiting</td><td>30</td><td>34</td></tr><tr><td>Children engaged and benefiting</td><td>20</td><td>63</td></tr><tr><td>People attending healthy step sessions</td><td>60</td><td>70</td></tr><tr><td>Cultural events held</td><td>2</td><td>3</td></tr><tr><td>People attending events</td><td>150</td><td>242</td></tr><tr><td>Volunteers involved</td><td>5</td><td>18</td></tr><tr><td>Partners approached and engaged</td><td>4</td><td>9</td></tr></table> <p>£65,000 was approved from a joint budget shared between the Clinic Commissioning Group and SIB. The project commenced in September 2017 and ends in March 2019. Regular performance reports will be presented to the Area Board for consideration throughout the life time of the project with relevant updates presented the Area Committee.</p>	Output	Target	Actual	People accessing information	60	165	Women engaged and benefiting	30	34	Children engaged and benefiting	20	63	People attending healthy step sessions	60	70	Cultural events held	2	3	People attending events	150	242	Volunteers involved	5	18	Partners approached and engaged	4	9
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<p>standards of health and housing in the hostels</p> <p>WPR 1.2</p>	<p>Hostel Co-ordinator, the project was due to end in February 2018 but finished earlier in September 2017. The Co-ordinator strengthened the relationship between the five private hostels and the authority. The hostels themselves provide 142 bed spaces in and around the Sunnyside area of the East to vulnerable adults, the majority of which have complex needs.</p> <p>The project was funded for two years so that practices which had been established during the pilot could be developed and embedded to ensure they were sustainable on completion of the project. It is recognised that the theme of the project had a close relationships to both Place and People Area Boards. Key achievements of the project consisted of:</p> <ul style="list-style-type: none"> <li>• Worked with private landlords to look at different ways of doing things to improve housing standards and address associated health issues.</li> <li>• Successfully co-ordinated a multi-agency approach between the various agencies and individuals departments within the Council including; ward members, Northumbria Police, Housing Benefits, Safeguarding, Changing Lives, Turning Point, Counted 4 and Life Line to support tenants and help avoid homelessness as well as providing other services to vulnerable individuals.</li> <li>• Enhanced inspections regimes have raise the standards of living accommodation.</li> <li>• Hostels are now accredited under the Sunderland Accredited Landlord Scheme and hostel owners as Houses in Multiple Occupation HMO Licence Holders are regulated through enhanced adult safeguarding conditions as part of the HMO licence which is resulting in further support to tenants.</li> <li>• All hostel owners and staff have carried out safeguarding training, and this practice will continue with newly appointed staff.</li> <li>• A robust management system of occupier's finances held by hostel owners has now been adopted, making it fully auditable, transparent and follows good practice from other care settings</li> <li>• Direct health care service provision has increased within the hostels (where feasible)</li> <li>• The Strategic Working Group has expanded and connected to other appropriate 'bodies' within a recognised framework covering a multitude of complex issues, for instance, housing, health, crime, welfare, safeguarding and community cohesion.</li> </ul> <p>The outcomes the project contributed towards:</p> <ol style="list-style-type: none"> <li>i. Improving the emotional, physical wellbeing and housing conditions of residents living in hostels within Sunderland.</li> <li>ii. Removing or reducing the risks to a person's health from the property they live in.</li> <li>iii. Ensuring that all licensed hostel type (HMO) are brought fully up to standard and ensure on going compliance with licence conditions.</li> <li>iv. Signposting and assisting hostel owners and develop strong links with Housing Benefit Fraud Officers and the Temporary Accommodation Officer.</li> <li>v. Coordinating multi -partner involvement to drive up standards with a view to developing emerging good practice that can be replicated throughout the region.</li> </ol> <p>To sustain the project into 2018 new Terms of Reference are being written and agreed to form one collaborative partnership called 'Improving Lives Together' by merging three established groups into one. These are: Hostel Strategic Working Group, Making Every Adult Matter and the Health Needs Audit Group. The aim of the Group will be to identify new approaches to</p>
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	<p>tackling multiple and complex needs in Sunderland. The new Partnership will meet regularly and agree actions and flexible responses from local agencies, access to appropriate services and to overcome any barriers to service provision. This will particularly focus on housing conditions, mental and physical health, homelessness, exploitation, offending and substance misuse.</p> <p>There is an underspend of £10,800 and Area Committee are requested to approve the proposal to align this element of the grant to support and continue the hostel work under the remit of the 'Improving Lives Together Partnership' and receive a future report on its progress.</p>
<p>East Digital Inclusion Group (EDiT)</p> <p>WPR 2.2</p> <p>Outcomes</p> <p>1. support residents to develop the confidence to access services online</p> <p>2. ensure vulnerable residents can be digitally inclusive over time</p> <p>3. enhance employment and skills provision</p>	<p>Since November 2017 fourteen ICT Health Checks have been carried out at community buildings across the East area focusing on the three main barriers the findings were presented to the Area Board, with a summary outlined below:</p> <p><i>Barrier One Technical Support</i> Organisations struggle to manage their existing IT systems, due to the lack of expert IT knowledge available on site; lack of time and knowledge of their IT infrastructure; existing staff not being technically proficient enough to resolve any major IT issues or negotiating good deals and services with 3<sup>rd</sup> parties (e.g. Broadband providers); lack of antivirus, operating systems and software backup systems varied from nil to standard.</p> <p><i>Barrier Two: Equipment</i> Every organisation had IT equipment used by staff, but not all allowed public access. Those that did allow public access had very organised membership processes to access IT facilities; although IT systems are poor, and clearly not seen any investment or improvements within the last five years. Most computers were over ten years old and 13 Centres had internet access via a public access wireless network or wired into a PC.</p> <p><i>Barrier Three: Capacity</i> Each building had staff or volunteers who demonstrated basic IT skills on either computers or mobile devices, and would try their best to help customer, but staff felt stretched due to other workloads, lack of knowledge, resource and time available.</p> <p>The ICT Health Checks identified that although the ambition is there from organisations to support people, the equipment, technical knowledge and capacity is not. Feedback from IT users indicates that a bad experience, when using IT for the first time might have a long term effect on a person's confidence and ability to use it again. This would, potentially, create a greater digital divide in the East Sunderland area.</p> <p>To enable Area Committee to develop a digital network financial support is required to provide technical support, suitable equipment and capacity to support the public. Therefore it is proposed that Area Committee consider delivering a two phased approach which:</p> <ul style="list-style-type: none"> <li>i) Phase One: Addressing technical support and equipment by aligning a budget of £60,000 over a two year period, and</li> <li>ii) Phase Two: Addressing capacity issues by delivering IT outreach activities by aligning a budget of £70,000 over a two year period.</li> </ul> <p>The Area Board are recommending that £130,000 SIB is aligned to carry out</p>

	<p>a call for projects for each phase with applications being considered at the first meeting in the municipal year. <i>(Detailed information is provided in the Area Budget report)</i></p>																		
<p>East Community Connector Hubs</p> <p>WPR 4.1</p>	<p>In February 2018 the People Board received an evaluation performance report on the Community Connectors II programme. The data below reflects headline, these are:</p> <ul style="list-style-type: none"><li>• 94 groups got involved in the programme</li><li>• 2,725 people participated in a range of activities to increase social inclusion, improve independence, boost confidence and connect to their community</li><li>• 423 volunteers ‘worked’ 7,659 hours which equates to £84,244 ‘in-kind’ support, plus £10,000 external funding was secured to complement the SIB contribution of £80,000</li></ul> <p>The programme superseded its predicated targets across all outputs in relation to people accessing timetabled activities, and demonstrates how popular community buildings and sessions are within East Sunderland.</p> <p>The Area Board are keen to continue with the ward based model and have decided to focus the priorities on what worked well in the wards, these are:</p> <ol style="list-style-type: none"><li>1. Assisting people to prepare for universal credit</li><li>2. Supporting young people i.e. Information, Advice and Guidance Time Bank</li><li>3. Reducing social isolation</li></ol> <p><i>NB: other maybe added if identified from the priority setting exercise for 2018 / 2019</i></p> <p>The Area Board are recommending that £80,000 SIB is aligned to carry out a call for projects with applications being considered at the first meeting in the municipal year. <i>(Detailed information is provided in the Area Budget report)</i></p>																		
<p>Stepping Up</p> <p>W.R. 2.1</p>	<p>In October 2016 Area Committee awarded £55,000 to The Box Youth Centre and Blue Watch Youth Centre to deliver the Stepping Up project which aims to increase paid employment and enterprise opportunities to people who have learning disabilities and / or autism. In December 2017 the People Board received a review of the project after the first year of the provision.</p> <p>The table below indicates the output, target and actual figure achieved. The project is making good progress with no concerns noted::</p> <table><tr><th>Outputs</th><th>Target</th><th>Actual</th></tr><tr><td>No. of people supported to become work ready</td><td>20</td><td>21</td></tr><tr><td>No. of people engaged in micro enterprise</td><td>6</td><td>10</td></tr><tr><td>Number of personal assistants supported</td><td>6</td><td>3</td></tr><tr><td>Number of people placed with employers</td><td>12</td><td>12</td></tr><tr><td>No. of employers more aware of benefits of employing people with learning disabilities and/or autism</td><td>30</td><td>32</td></tr></table> <p>Regular performance reports will be presented to the Area Board for consideration throughout the lifetime of the project with relevant updated presented to Area Committee.</p>	Outputs	Target	Actual	No. of people supported to become work ready	20	21	No. of people engaged in micro enterprise	6	10	Number of personal assistants supported	6	3	Number of people placed with employers	12	12	No. of employers more aware of benefits of employing people with learning disabilities and/or autism	30	32
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<p>E-Learning Lounge</p> <p>W.R. 4.2</p>	<p>Area Committee may recall previous discussions about the e-learning lounge, which was a joint venture with F.A.C.L. and Area Committee, enabling volunteers to log onto the e-learning lounge and enrol onto courses.</p> <p>The website ended in December 2017. Over 70 East volunteers have benefited from the e-learning lounge, the majority of volunteers being sourced via the community connectors model.</p> <p>There is an underspend of £3,300, the Lead Agent confirmed that because the majority of the 'back office' work has been done i.e. setting up the online courses, etc. the site could:</p> <ul style="list-style-type: none"> <li>• continue for a further 12 months</li> <li>• volunteers receive support when needed to complete the course</li> <li>• help desk resourced</li> <li>• trouble shooting issues resolved</li> </ul> <p>The Area Board is supportive of the resource continuing throughout 2018. It is proposed the site name is changed from <a href="http://www.facl.org.uk">www.facl.org.uk</a> to <a href="http://www.upskillingvolunteers.co.uk">www.upskillingvolunteers.co.uk</a> – which is easier to understand its purpose.</p> <p>Other benefits that site could bring are:</p> <ul style="list-style-type: none"> <li>• it could benefit the volunteers who'll be supporting events like the Tall Ships with training (Although these volunteers might be from outside the East area, the event is based in the East (as well as north) and could help people build their CVs to get into employment)</li> <li>• it could complement other employment/enterprise schemes like CLLD, enabling people who are unemployed to strengthen their CVs</li> <li>• We can link it into the council's community directory which East area lead on a few years ago when looking at the transformation of adult social care</li> <li>• the new Sunderland Council's website has a dedicated page for volunteers – on it we could provide a link to the 'upskillingvolunteers' site</li> </ul> <p>The Area Committee are requested to note the progress on the e-learning lounge and agree to receive a future update report.</p>
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### 3. Recommendations

#### 3.1 Members are requested to:-

- Note the East Sunderland Area People Board Work Plan, as set out in Annex 1.
- Note the progress reports against the work plan relating to the Stepping Up, Healthy Steps, E-learning lounge and the Improving Lives Together partnership.
- Note the People Area Board's recommendation to approve the alignment of £210,000 SIB to carry out two calls for projects relating to two elements of a digital inclusion programme and continuing the community connectors model for 2018
- Agree the proposal for the underspend of £10,800 to be used to support and continue the hostel work under the remit of the 'Improving Lives Together Partnership' and receive a future report on its progress.

Background Papers

East Sunderland Area People Board Agendas, Reports and Action List

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