ITEM 4
EAST SUNDERLAND AREA COMMITTEE

13 NOVEMBER 2017

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 31 October 2017.

Area Priority	Progress Update
Improving health and wellbeing Work Plan Reference (W.P.R. 1.1)	Area Committee may recall previous updates presented on the difficulties B.M.E. communities face when engaging with services and struggling to integrate into their local neighbourhood. In August 2017 the Chair agreed to evoke the emergency SIB protocol to enable a decision to be made on a SIB grant outside of Area Committee cycle. An executive summary was circulated to all Area Committee members asking for them to consider the 'Healthy Steps' project proposal submitted by the Sunderland Black Minority Ethic Network. The Healthy Steps project focuses on making services and community activities more accessible and easier to navigate by delivering four main outcomes, these are: i) Increase access to information and services. ii) Reduce health inequalities. iii) Encourage participation in non B.M.E. community buildings. iv) Raise awareness of different cultures. £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. Bi-annual performance reports will be presented to the Area Board for consideration throughout the life time of the project.
Raising the standards of health and housing in the hostels WPR 1.2	In September 2017 the Area Board received a presentation on the findings from the research carried out in the hostels in Sunniside by Sunderland Council, Sunderland People First and Sunderland Autism in Mind. Many of the hostel clients involved displayed the characteristics and traits of autism and/or a learning disabilities. It was acknowledged that people found themselves at crisis point and needing to access hostels for several reasons: family breakdown, bereavement, domestic abuse, substance misuse or chaotic lifestyle in which they have no boundaries or stability.

	Family breakdown was the most common reason for crisis occurring. Such as, family bereavement, conflict between family members/domestic abuse, and removal of children by social services. The inability to cope with or adapt to changes in family structure, and the lack of support available inevitably leads to mental health problems and often individuals turn to legal and illegal recreational drugs to cope. The majority of people had been picked up by the Special Educational Needs (SEN) system when they were younger and received appropriate support at school and their families but more often than not, the loss of the main carer in older life means that difficulties arise when left to do things for themselves – they have no voice. Main issues identified are: Support insufficient for needs • Although individuals are known to health specialists there are indications that there is a lack of appropriate support or clarity around who is taking the lead in supporting clients with learning difficulties and Autism. • Expectations and communication between both hostel staff and public and statutory bodies could be improved and strengthened. • More emphasis and responsibility required in the planning and purchasing of care packages and move-on provision. Welfare • Accessing and navigating the welfare benefits system is difficult and this increases when you have learning difficulties and Autism and do not receive the appropriate support. • Food banks and lunch clubs delivered by local churches are highly used due to having no money for weeks. Health • Some people have regressed in terms of independent living and social skills. • Social isolation and the development of inappropriate coping strategies impact significantly on health and mental health. • Little access to the kind of information that other vulnerable people receive within supported living settings. • The cost of providing low level preventative support is much lower that managing the mental health conditions which will inevitably develop for clients with a learning disability or autism who do not have their needs met. Area Committee are requested to note the findings and agree to escalate the report to the People's Directorate Head of Integrated Commissioning and the Health and Wellbeing Board for consideration and receive an update in a future report.
East Digital Inclusion Group (EDiT) WPR 2.2	Discussions have been held at Area Board to look at enhancing employment and digital skills provision by developing vulnerable resident's confidence and ability levels when using digital and technical equipment and tools to strengthen digital inclusion across the East area. Recent statistics provided by the Good Foundation informs us that in

Outcomes 1. support residents to develop the confidence to access services online 2. ensure vulnerable residents can be digitally inclusive over time 3. enhance employment and skills provision	Sunderland: i) 18% of residents have never been online. ii) 28% of disabled adults, 57% of over 65s, 28% of unemployed people, 31% of people earning less that £9,500 do not have the five basic digital skills (as set out in Annex One), which is far above the national average. iii) There is link between digital and social inclusion The Area Board identified the East's vulnerable target audience and define the groups to focus upon as: a) Households effected by universal credit (Unemployed, job seekers and households on low income), engage and referrals via D.W.P., Council's Benefits Team and Gentoo b) Adults and older people who maybe digital isolated: engage and referrals via Council services and VCS Groups c) People with learning difficulties or visual impairments: engage and referrals via Council services and VCS Groups The Area Board recommended that an East Digital Inclusion Task (EDiT) group was established to investigate barriers and identify solutions from two different perspectives, VCS groups and the public's. Feedback from the EDiT Group identified three common barriers for VCS Groups providing access to IT, these are: 1) Capacity: people on the ground to provide face to face and one to one support to people who are not e-literature, 2) Technical support: having the relevant skills and knowledge within the organisation to deal with troubleshooting or problem solving digital IT failures and getting the best deal for broadband and Wi-Fi connections. 3) Equipment: either out of date or soon will be, with little or no resource to renew or upgrade existing 'kit', in addition, access to devices and broadband was highlighted as a major barrier. From the public's perspective the barriers are: 1) Capacity: Lack of awareness of and access to the free support that's available. This includes Wi-Fi hotspots, devices and training; People are not motivated to use the internet. Unwillingness to ask for help; people are unaware of what the internet has to offer so don't think it's relevant; Vulnerability of people i.e. mental health, expectations are too high – expecting someone who has an issue to progress quickly into employment when they need time to cope with the demands of daily life. 2) Technical Support: Poor quality of provision (support, connectivity, skilled staff and volunteers); Safety is a big issue: spam, viruses, scams and fraud, spyware, cyber bullying, grooming, etc. 3) Equipment: The costs of broadband and devices are too high, and demands such as 12 month contracts are too much of a commitment; Buildings need to be accessible and equipment needs to be disabled-friendly and special packages for people with visual impairments, autism, etc. From both perspectives the barriers fall under three categories: i) Capacity

	ii) Technical Support
	iii) Equipment
	
	There is potential to develop IT Digital Network across the East area to provide a physical presence in local communities to access IT. The outputs the IT hubs could carry out may include:
	  a) Increasing access to equipment and broadband connectivity.
	  b) Building skills and confidence through appropriate outreach activity.
	  c) Provide the bridge from absolute beginner to becoming a confident IT user.
	  d) Develop a digital network to ensure vulnerable residents can be digitally inclusive over time, supporting work with universal credit, employment opportunities, job searches, enhance skills provision, etc.
	
	There are 12 existing community buildings which provide a small level of access to IT and the internet in the East, with all referencing the three barriers as key problems to address, in addition to demand of usage being high. With the potential to develop up to a further 13 new IT hubs bringing a digital network membership to 25.
	
	To keep it simple it is proposed to start by doing an 'IT health check' on existing and potential hubs. Each hub would be visited by two specialist workers who would produce a report, listing recommendations (flagged red, amber, green) on next steps addressing the three barriers of capacity, technical support and equipment whilst engaging with the target audience to deliver the outputs listed above. Area Committee are requested to endorse the IT Health Check approach and agree to receive a future report on the findings.
	
	There maybe scope to maximise the benefit of the Community Led Local Development fund as part of the digital inclusion programme, as it could contribute toward two strategic objectives, enhancing employment and skills provision and improving community capacity, partnership working and social innovation.

East Community Connector Hubs
 	
WPR 4.1
	In April 2017 a new Community Connector Hub model was launched across the East Sunderland area, involving 13 different voluntary and community groups aimed at reducing social isolation, supporting young people, people with disabilities and hosting volunteering opportunities, with the support of a £80,000 SIB grant. The data below refers to the combine statistics for East Sunderland between April – August 2017.
	
	  1. 1,497 people have engaged and participated in the programme
	  2. 239 volunteers involved in delivering 4,335 hours of 'work' which equates to £47,680 in kind contribution
	  3. 65 voluntary, community groups and service providers have benefited from the model
	  4. 117 hours of 'free' room hire has been claimed to deliver door step services
	  5. 13 ward network meetings held, strengthening local resilience and information sharing at a grass roots level.
	
	The programme ends between December 2017 to March 2018. The Area Board noted the hard work delivered by the lead agents and welcomed the report.

Call for Projects: Social Action and Volunteering
 	
WPR 4.2a
	In August 2017 a call for projects was advertised across the East VCS Area Network which would enable children and young people to deliver action on behalf of Area Committee. £95,000 was split equally across the five wards. To ensure that the project proposals delivered a targeted approach each People Board representative was requested to identify no more than three themes for the young people to focus on within the ward, these were:
	
	Doxford
	    • Litter
	    • Anti-social behaviour
	    • Disabilities
	
	Hendon
	    • Child poverty
	    • Social and economic disadvantage
	
	Millfield
	    • Youth related anti-social behaviour
	    • Drug and alcohol related incidents
	    • NB: 40% of young people are BME
	
	Ryhope
	    • Youth related anti-social behaviour
	    • Social isolation in older people
	
	St Michaels
	    • Child poverty
	    • Mental health problems with children including low self-esteem
	
	Sixteen funding applications were submitted totalling £132,593 SIB. All applications were consulted upon and assess against a scoring matrix. Fourteen are recommended for approval with two recommended to be rejected.
	
	The Area Board are recommending that £111,133 SIB is approved to enable children and young people to deliver the Social Action and Volunteering programme throughout 2018.
	(Detailed information is provided in the Area Budget report)

Fancy a Day Out
 	
WPR 4.2b
	In March 2017 Area Committee approved £19,525 SIB to enable the co-ordination of a 'Fancy a Day Out' programme for the second year, building on the success of 2016. The programme focused on delivering sessions which were fun, educational and provided access to a nutritional meal. The outputs from the programme are:
	    • 13 members from East VCS Area Network delivered the scheme
	    • 97 sessions were delivered across the Summer School holidays – target 104 (down by 7)
	    • 1,789 individuals were engaged in the scheme – target 1,490 (up by 299), detail shown below
	
	    • £24,384 in kind contribution was attracted via volunteering opportunities, food and equipment donations with Area Committee investing £15,725 to date

Age	0-3 yrs	4-10 yrs	11-18 yrs	18+	Male	Female	Total
Total	235	857	184	304	677	996	1,789

	There is an underspend of £3,800 remaining to be allocated, it is proposed that the grant is used to deliver a one off piece of work over the February 2018 half term using a similar model, but provide a hot meal during the dark, cold Winter months. The Area Board are recommending that the £3,800 underspend is used to support a 'Fancy a Day Out' model delivered in February 2018, with an update report provided in March 2018. *(further detail is available in the area funding report)*

3. Recommendations

3.1   Members are requested to:-

(a) Note £65,000 was approved from a joint budget shared between the Clinic Commissioning Group and SIB to deliver the B.M.E. Healthy Steps project with bi-annual performance reports presented to the Area Board for consideration.

(b) Agree to escalate the Learning Difficulties and Autism Hostel Project report to the People's Directorate Head of Integrated Commissioning and the Health and Wellbeing Board for consideration and receive a future update report.

(c) Agree to the IT Health Checks to be carried out at for existing and potential IT hubs to support the East Digital Inclusion Task Group.

(d) Note the People Area Board's recommendation to approve:

  i)   £111,133 SIB to support the Social Action and Volunteering Programme call for projects,

  ii) £3,800 SIB underspend to support the delivery of a 'fancy a day out' model during February 2018 school holidays.

(e) Note the East Sunderland Area People Board Work Plan, as set out in **Annex 1.**

Annex 1	East Sunderland Area People Board Work Plan 2017 / 2018
Background Papers	East Sunderland Area People Board Agendas, Reports and Action List
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