Integrated Care for Neighbourhoods Place Update

The high-level outcomes framework for Hull

– The data measures used in this project are used to populate a Power BI mapping dashboard which allows for a review of need and activity at a glance. They are derived from, and linked to, the high-level outcomes agreed by the Place Board.

– Below each outcome is some examples of the current data measures associated with that outcome: there are 53 measures in total at present

All Hull residents...

#1

Are healthy and well

- Number of 999 ambulance calls by chief complaint (YAS)
- Non-elective admissions (HUTH, Humber)

#2

Feel safe and are safe

- Crimes recorded by type (Police)
- Supervisions on licence or community order (Probation)

#3

Are part of resilient and independent communities

- Children's social care contacts by type (Council)
- Number of HMOs (Council)

#4

Fulfil their potential through skills and learning

- Children with SEN: social, emotional and mental health needs (Council)
- Unauthorised absences

#5

Participate in and benefit from a vibrant economy

- Businesses by fire risk category (Fire Service)
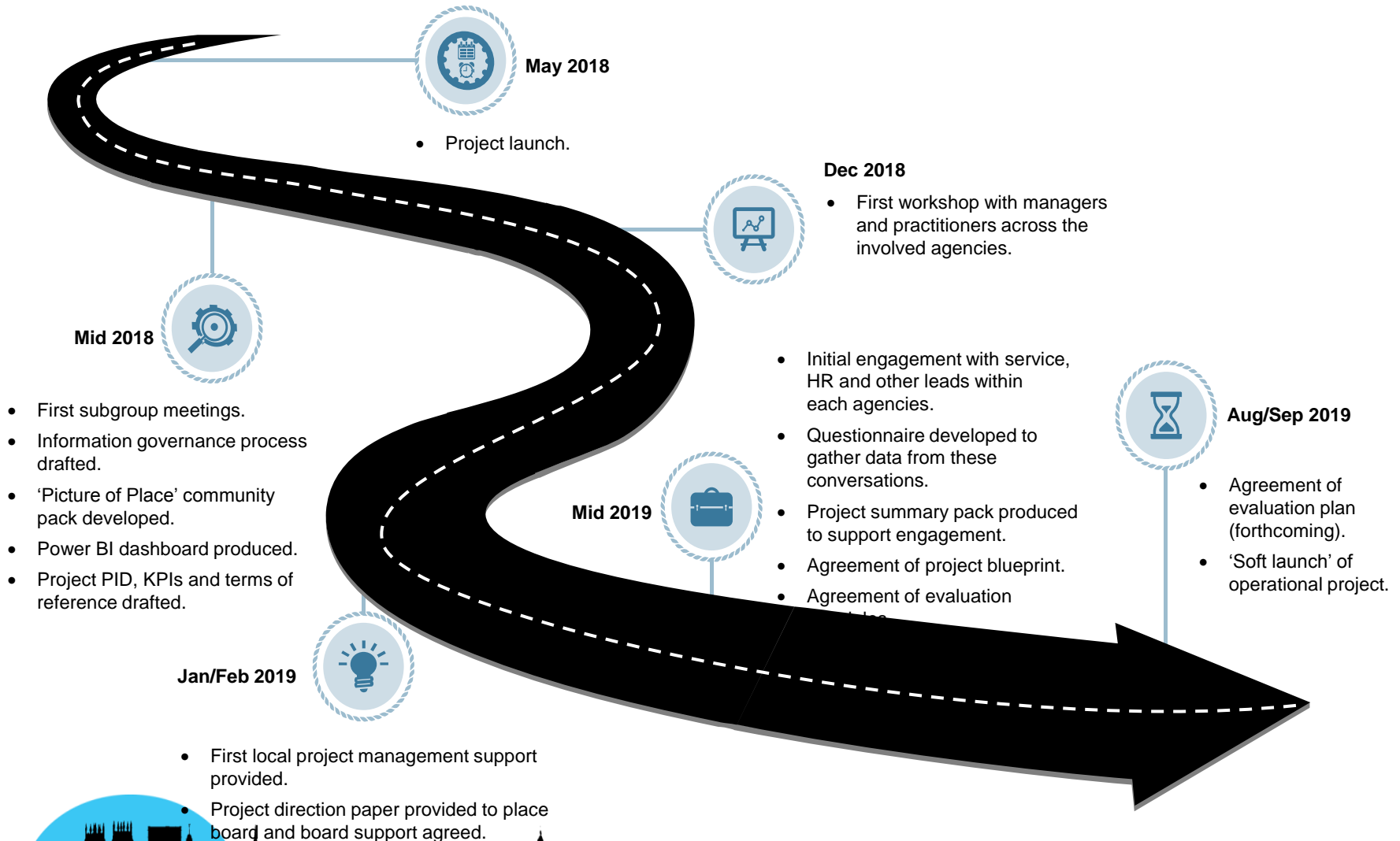- Troubled Families with unemployment as a factor (Council)

The Vision

- Identifying priorities over and above traditional health and care issues , focus on wider determinants of health

- Our People, Our Place' introduces a new way of place-based working, agencies sharing data and working together to deliver cross-cutting, holistic services that protect, support and re-enable people and families – aim of improving lives and providing better outcomes for all residents within the Beverley Road Corridor area

- 'Our People, Our Place' provides a model for other places as it develops, with learning from the project used to create increasingly person-centred, service-agnostic and innovative practice.
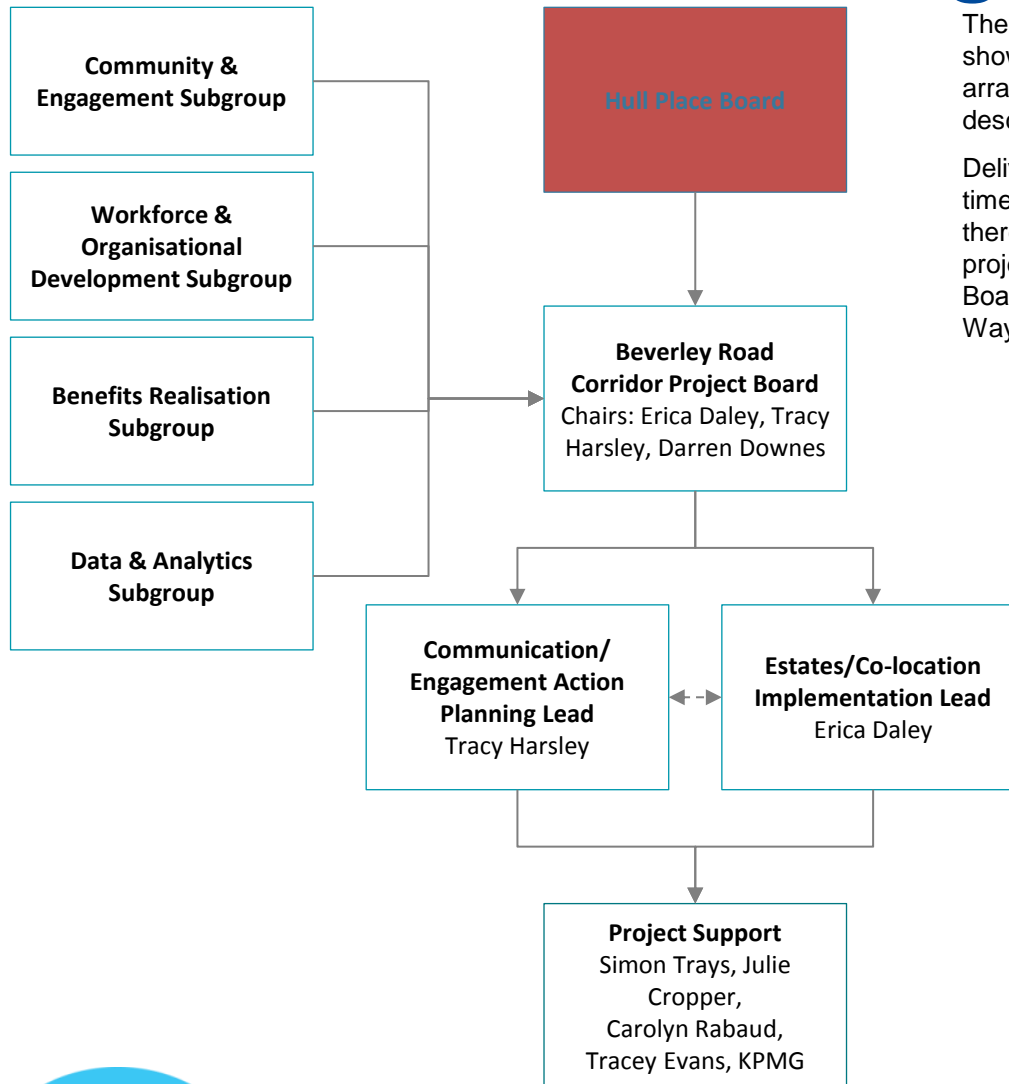
Year 1 Implementation

The Beverley Road Corridor Project, or 'Our People, Our Place', has progressed from launch to operational go-live, as a 'soft launch', in the 15 months of its existence. The project's key milestones are outlined below:

May 2018

- Project launch.

Dec 2018

- First workshop with managers and practitioners across the involved agencies.

Mid 2018

- First subgroup meetings.
- Information governance process drafted.
- 'Picture of Place' community pack developed.
- Power BI dashboard produced.
- Project PID, KPIs and terms of reference drafted.

- Initial engagement with service, HR and other leads within each agencies.
- Questionnaire developed to gather data from these conversations.
- Project summary pack produced to support engagement.
- Agreement of project blueprint.
- Agreement of evaluation

Mid 2019

Aug/Sep 2019

- Agreement of evaluation plan (forthcoming).
- 'Soft launch' of operational project.

Jan/Feb 2019

- First local project management support provided.
- Project direction paper provided to place board and board support agreed.

Formal board and subgroup structure

Hull Place Board

Community & Engagement Subgroup

Workforce & Organisational Development Subgroup

Benefits Realisation Subgroup

Data & Analytics Subgroup

Beverley Road Corridor Project Board
Chairs: Erica Daley, Tracy Harsley, Darren Downes

Communication/ Engagement Action Planning Lead
Tracy Harsley

Estates/Co-location Implementation Lead
Erica Daley

Project Support
Simon Trays, Julie Cropper,
Carolyn Rabaud,
Tracey Evans, KPMG

The structure of the Our People, Our Place project is shown to the left. This is reflective of current arrangements, including the workstreams, which will be described in more detail in later sections.

Delivery Board has been left out of the structure for the time being, given its forthcoming reconstitution, but there should be a productive relationship between the project and the Delivery Board in due course as the Board will benefit from the 'lived experience' of the Hull Way that the project will build up over time.

Project structure and governance

Community and engagement

- Engage with key stakeholders in the area, including councillors, community groups, existing projects and front-line workers.

- Ensure the resident's voice guides planning.

Workforce and organisational development

- Identify, investigate and monitor HR and organisational development (OD) implications arising from the project's work.

- Support individual organisations to determine solutions and ensure these are implemented.

Benefits realisation

- Maintain an overview of the project's costs and identifiable benefits.

- Conduct research to establish the impact of the work and develop research cases.

Data and analytics

- Identify, obtain, transform and analyse data to support the project's aims.

- Maintain and develop the project mapping dashboard and any further analytics products.

To support and monitor the project direction and provide assurance, the project has been set up with a board and four subgroups – Community and Engagement, Data and Analytics, workforce and organisational development, and benefits realisation.

All are operational; the Data and Analytics Subgroup has been the most active throughout the life of the project to date and has played a significant part in shaping the direction of the project through data analysis and the development of a dashboard.

The remaining subgroups are also now fully established and have been designed to manage and support the BRC Project Board to deliver the effective delivery of community engagement and workforce development for the BRC pilot area.

These subgroups report to the BRC Project Board and are supported on an on-going basis by the project support team. Further details on the subgroups can be found in the overarching project terms of reference.

Using Data - Power BI mapping dashboard

The mapping dashboard was developed during phase 2 of our place work in order to support the developing Beverley Road Corridor project. It provides:

51 indicators from eight partners, each across all postcodes in the Beverley Road Corridor area

Mapping of each agency's demand within each postcode to identify the pattern of need and activity
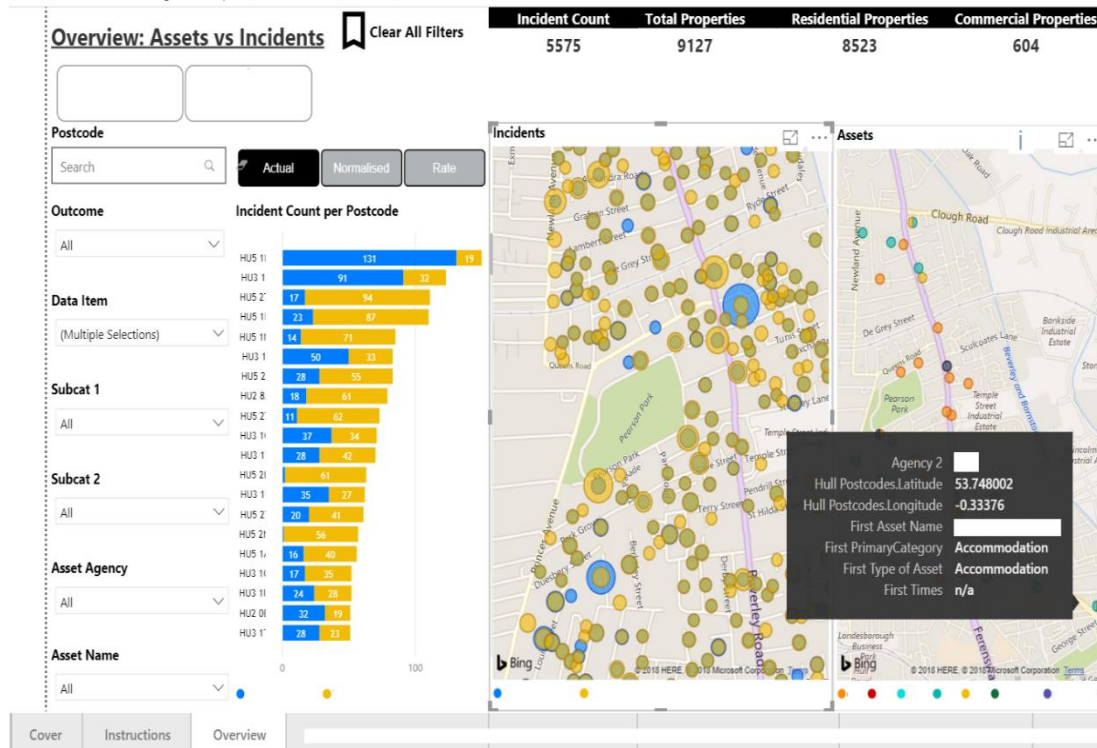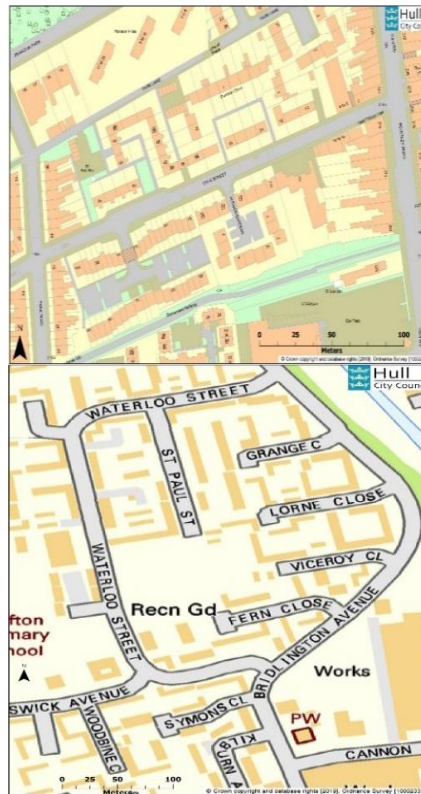
Operationalising the project: Focus areas

1

North Side (key priority area)

2

Waterloo Street/Woodbine Street and Cave Street/Beverley Road

3

Sculcoates Lane

Evaluation - theoretical mechanism

Working with Hull University

The mechanisms of the intervention are:

- Increasing interaction with health and social services through ease and accessibility

- Using intelligence-led targeting of vulnerable areas to provide preventive multi-agency mobile services

The theory of change is that positive change in outcomes will be achieved through greater accessing of services by individuals, thus reducing later adverse outcomes; and by intervening with at-risk individuals before adverse outcomes occur

Outcome indicators for the evaluation

- Non-elective admissions
- 999 ambulance call
- A&E attendance
- Mental health referrals
- Residents using urgent care centre and/or walk-in centre
- Children's social care contacts

- Anti-social behaviour incidents
- Environmental crime service requests
- Crimes recorded by type
- Fire calls for service
- Police calls for service
- Children with below 90% attendance at school

Proof of Concept – Year 1 implementation

August 2019	Project soft launch. Rooms on Endeavour site transferred to project team. Beginning of rota arrangement and weekly meetings at the site. Mapping of engagement activity and coordination of community survey feedback. Agreement of evaluation plan for project. Using MEAM (making every adult matter) and MAVA (Multi Agency Vulnerable Adults) forums as frameworks for multi agency intervention . Focus on homes of multiple occupation.

Next Steps for the Place Board

- Review of Board

- Relationship to HWBB

- Timeout session in December

- New priorities and plan for 2020