

## **Appendix 4: Wellbeing and Prevention Principles**

### **1. Access to universal support and opportunities to promote wellbeing**

Delivered through the Early Help Strategy for Children, Young People, Families and Carers in Telford and Wrekin and overseen by the Early Help Partnership Board. This is part of the Children, Young People and Families Partnership Board (A Commissioning and Transformation Partnership ultimately responsible to the Health & Wellbeing Board)

Delivered through the Living Well Plan which, is overseen by the Living Well Board (a Commissioning and Transformation Partnership) responsible to the Health & Wellbeing Board

### **2. Co-production and strengthening social capital through community development activities**

The NHS Alliance Community Development Charter suggests that each HWBB and CCG have a community development strategy. Strengthening Our Communities and Community Based Support is emerging as a priority for the Telford and Wrekin HWBB and therefore this will create the appropriate governance structure to bring together current activity and develop a more cohesive approach moving forward.

Considered within this will be The Better Care Fund (BCF) which is being used to transform the health and social care system in Telford and Wrekin to promote greater independence for patients and service users and to improve on current areas of integrated care. The main priorities are to increase and build community capacity and enhance and build more community services as an alternative to hospital provision.

This principle will be driven by dynamic systems leadership with a well led, co-ordinated change programme to take a new way of working with the community.

### **3. Accessible and effective information, advice and guidance**

Our Early Help Offer for Children' Young People, Families Carers ensures that individuals have the ability and knowledge to get information from the appropriate sources when needed. Family Connect is a single phone line for help and advice from a multi-agency team of professionals

Telford & Wrekin Council produced a Local Offer for parents and Carers of children with Special Educational Needs or a Disability (SEND). The purpose of the Local Offer is to 'offer' information for parents, in a single place, which helps them to understand what services they and their family can expect from a range of local agencies.

The Information and Advice Strategy 2014 to 2016 is fundamental to delivering the Adult Social Care Commitment to Promote Independence giving priority to helping people recover, recuperate and rehabilitate so that they are able to live as independently as possible. The strategy sets out how we will meet our statutory obligations with respect to the Care Act 2014 in providing good and effective information and, to all residents across the borough.

Moving forward our information advice and guidance across the continuum of need for children, families and adults will move towards becoming community asset based as opposed to service based.

#### **4. Effective management of demand at the first point of contact**

Our Family Connect Service is the well established single point of contact (front door) for all those working with children, young people and families helping to ensure they receive the right help at the right time.

The Council's Target Operating Model (TOM) for Adult Social Care translates the Adult Social Care Commitment into reality setting out the pathway for adults with a need. My Choice (a commissioned information and guidance service) has become the public facing service for Adult Social Care. It will be a first point of contact embedded within the community to effectively manage demand away from high cost services by maximising the use of community based solutions.

Coupled with this My Life is Adult Social Services information and advice website which will be further developed to include self assessment to further manage demand at the first point of contact.

#### **5. Whole family asset based approach to identifying and meeting need.**

Solutions that many people have to meet their needs can be found within their own families, their communities and within themselves. We will work with each person, family and their network, to find these solutions. Where people and families have lost their support networks we will work in partnership with them and appropriate voluntary organisations to rebuild them. We will encourage our service users, our partners and our staff to help find creative solutions to meet the outcomes that they wish to achieve. We will always look for solutions that offer value for money (quality in delivering the agreed outcomes against the cost to the public purse).

#### **5. Seamless transition from Children and Family Service to Adult Social Care**

It is critical that positive outcomes achieved during childhood are built upon to provide a sound foundation for adulthood preventing reliance on services in the future.

#### **7. Outcome Based Commissioning**

To effectively commission for prevention the Local Authority and the CCG are committed to the standards set out in Commissioning for Better Outcomes: A Route Map (University of Birmingham). This will ensure that commissioning is person centred and outcomes focussed, inclusive, well lead and promotes a sustainable and diverse market place. Collectively we will self assess against the standards and work together to address any gaps.

#### **8. Workforce Development**

There are currently separate Workforce Development Plans for Children and Family Services and Adult Social Care. These plans will be reviewed to identify where a more joined up approach can be taken to support a whole family approach and to ensure that all activity promotes a preventative approach.

#### **9. Make Every Contact Count (MECC)**

By making every contact count i.e. reaching out to family members through the person with the presenting need, this will help to manage demand away from high cost services not just in the immediate but in the longer term.