

North Yorkshire County Council (NYCC)

Targeted Prevention

FREQUENTLY ASKED QUESTIONS

In response to some early feedback, this paper sets out some key questions and answers below:

- ***Where will the Prevention Officers be based?*** The Prevention Officers will be based in a number of localities within the Community; this has been based on some initial research around needs across the county. The Prevention Officers will be mobile workers and will be keen to establish a presence in a number of key locations as part of their role, for example GPs surgeries, district council offices, village halls, libraries, Churches etc. If you have any suggestions of bases they could utilise we would be delighted to hear from you.
- ***How will you prevent duplication of work?*** As an organisation, NYCC is committed to working in partnership with voluntary and community sectors to reach desired outcomes for both individuals and the communities we serve. We will build on existing working relationships and work together to share information, thus avoiding duplication. The NYCC Prevention Officers will have a specific remit in relation to those people who would otherwise be at risk of needing long term social care support – their caseload will link to a specific cohort of individuals and will aim both to improve people's independence and quality of life and contribute to the savings programme within the County Council's 2020 North Yorkshire plan by keeping people well for longer. Communication will be key to success and regular information sharing both prior to launch and afterwards will be vital.
- ***How can the Prevention Officers be accessed?*** Being based in the community, the Prevention Officers will be supplied with sufficient technology to allow them to remain contactable. This will include phone and computer access. Referral pathways are to be finalised but the expectation is that referrals will in the main originate from the Customer Service Centre, Community & Voluntary organisations, GPs and health professionals. Working locations and bases are to be agreed following the Customer Insight work and wider evaluation via the Steering Group.
- ***How will they support the work already being delivered?*** The Prevention Officers will have an understanding of existing services and provision in their areas, this knowledge will be expanded on over time and improved by building successful working relationships with VCSE agencies and the County

Council's Stronger Communities team. As the service evolves, we envisage even closer partnership working

- **What will this mean for existing agencies/organisations?** As already stated these roles are intended to support and enhance existing services and not to replicate them. There is a possibility that in time there may be an increased demand on existing services which may impact on service resources. NYCC understand this and can provide some support.

NYCC currently has a contract with YorConsortium to manage an Innovation Fund which provides grant funding to community projects to:

- Reduce loneliness and Isolation,
- Reduce falls,
- Reduce fuel poverty,
- Provide low level support to enable people to remain living in their own homes and communities.

£954,000 has been awarded to date with an additional £448,000 available for future rounds. Information on the "Innovation Fund can be found at <http://www.northyorks.gov.uk/article/26256/Voluntary-sector---innovation-fund>.

In addition to providing start up grant funding, HAS recognised the need to provide stability and sustainability to those projects that support the North Yorkshire approach to prevention. Therefore, HAS is exploring a process to commission prevention projects in formal and sustainable contracts - likely to be known as the Sustainability Fund.

- **How will success be evaluated?** As with any person centred service, success can be interpreted differently. To ensure the service stays aligned to its key objectives, regular service reviews will take place and performance monitoring will be agreed. Longer term evaluation of the service will also be key to the future design and delivery and will be commissioned from a reputable research partner.
- **Have options for different service delivery models been considered?** Several options were considered during the design stage of the Prevention Officer posts as to who would be best placed to run the service. A strategic decision was taken that the service will be managed by the County Council, with the understanding that we will work closely with the voluntary sector to ensure a positive service for individuals. The Prevention Officer role will support the new legal duties in the Care Act to promote prevention and wellbeing , directly contribute to achieving the savings that the Council has to make over the next 5 years and will embed prevention within the culture of the

organisation. We know that the voluntary sector have a mass of experience of prevention work and we want to learn from and work with you.

- ***How is this different to Stronger communities?*** Prevention Officers are different from Stronger Community Delivery Managers. Prevention Officers will work directly with individuals and their carers, while Stronger Community Delivery Managers will be working with community leaders and groups to develop community initiatives. Prevention Officers will be helping people directly, working with them in their homes and in the community. Prevention Officers will be directly contributing to HAS 2020 savings.

Stronger Community Delivery Managers are working with community groups, district councils, the voluntary sector to develop services and initiatives, as well as working with them to take responsibility for assets and services that may previously have been managed solely by NYCC. Stronger Communities will be working with the whole population of North Yorkshire and will not be directly targeting high risk individuals on the cusp of health and care services.