



**APPENDIX**

ANNUAL REPORT

2016 / 2017

# Isle Help CIC Annual Report

April 2016 – end March 2017 in line with providers' statistics although the Partnership Agreement runs from 1/7/15 for 3 years. This report relates to year 2.

**Partners: Citizen's Advice IW, Age UK IW and the Isle of Wight Council**

**Collective commitment:** to continue public access to effective advice, information and guidance that will help people to better respond to debt, housing, health, welfare, employment, consumer rights and other issues.

**Isle Help Directors:**

Jo Dare – Age UK IW

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# An Isle of Wight Council Perspective



Much has been learnt as the partnership has sought to continue to develop advice, information and guidance (AIG) provision by further exploring how to achieve better coordination, collaboration and efficiency to secure better outcomes for our residents whilst supporting future sustainability of the Council and independent AIG services.

During the last six months, greater emphasis has been placed on recording, measuring and understanding performance towards partnership outcomes to build better intelligence, determine local AIG needs and progress innovative collaboration and integration. This will improve future decision making utilising an evidence base for AIG service planning.

Greatest impact has been shown when Isle Help has been able to intervene at an earlier stage and prevented crisis from occurring or reoccurring through a range of support models and provision. Added value and success can already be measured through a number of case studies, and the fact that through additional funding provision has been retained that may have ceased if purely funded by statutory services at detriment to the community.

Initiatives to develop digital Island AIG provision and introduce Rally Round are welcomed by the Council as these begin to widen delivery ambitions, encouraging self-service/self-management to assist the community. Although it is early days into development and implementation, the partnership is keen to provide an easy to use, accessible, universal Island platform for AIG.

The Isle of Wight Council recognises that the partnership through Isle Help has enabled access and support from the voluntary and community sector (VCS) organisations to provide a multi-agency approach to meeting locally identified needs; added value that has been achieved at a time where mainstream public services are less able to support with paid resource through significant financial constraints.

It is an important aspect to the partnership which is helping to improve the health and wellbeing of our communities, and as well as access to AIG provision.

Through the use of the partnership agreement Isle Help is also working, through My Life; A Full Life, to develop the VCS role in the wider health and social care integration and transformation agenda.

This supports the provision of AIG needs with a collaborative, coordinated approach helping to avoid the need to direct people to statutory services unless it is the most appropriate provision to meet a need.

Many challenges are acknowledged by the partnership - future sustainability, ensuring online support platforms are user friendly, preventing crisis by providing the right support at the right time and meeting Care Act 2015 obligations placed on the Council to provide AIG provision.



As we enter into the final year of the existing agreement, thoughts are focusing on the commissioning intentions of any future agreement required to deliver AIG with VCS collaboration.

Discussions with Commissioners across Health and the Council have commenced to determine need and it remains imperative that the partnership continues to record, measure and understands its performance in achieving the outcomes and delivers against the priorities and tasks it has set, as well as maintaining its stated commitment to ever closer co-operation through potential to re-align resources, share skills and co-locate, supporting the aspiration of One Public Estate (OPE) and the best use of limited resources to deliver the AIG needs of the people we serve.



## Isle Help Case Study

**Case study: Mrs G, aged 74, was in emergency B&B accommodation arranged by IW Council having returned from France after the death of her husband. She was referred by Housing Services IOW Council for more support.**

Isle Help assessment	After Isle Help intervention	Cost avoidance/cost saving
<p>Assessment highlighted:</p> <ul style="list-style-type: none"> <li>• Heightened anxiety and difficulty in retention of information</li> <li>• Family dispute. Original support provided by family had broken down. Refuge and Social Services involved (Safeguarding).</li> <li>• Limited availability of suitable accommodation. Client found it difficult to deal with paperwork.</li> <li>• Complex to claim benefits due to residency issues and property owned in France.</li> <li>• French property had been broken into and also been flooded.</li> </ul>	<p>Mrs G was provided with housing options advice and supported to:</p> <ul style="list-style-type: none"> <li>• View and secure private rental accommodation within a supported living scheme.</li> <li>• Deal with relevant paperwork and to collect belongings from previous address.</li> <li>• Apply for relevant benefits and engage a solicitor to deal with the property in France.</li> <li>• Inform IWC that private rental accommodation had been secured and make a request for a support worker to ensure that Mrs G was able to maintain tenancy.</li> </ul>	<ul style="list-style-type: none"> <li>• Potential cost of homeless application: Approx. £600 cost to Local Authority</li> <li>• Increased engagement with GP and IWC services</li> <li>• Potential costs of securing temporary accommodation (including 12 weeks of support): Approx. £2,100 cost to Local Authority</li> </ul>

# About Isle Help



Isle Help Network is a group of Advice, Information and Guidance (AIG) providers working together to provide better advice services on the Isle of Wight through collaborative action and resource sharing among the network and with the Isle of Wight Council. This was formalised through a Partnership Agreement between the Council and Isle Help CIC, a new legal entity established in June 2015.

As the Partnership Agreement funding was derived by combining CA IW / AUKIW funding to deliver information and advice, the funding is currently only devolved to those two Charities.

The 3 year tapering funding allocation retained the percentage split between organisations historically agreed, and is as follows:

Funding Allocation	Year 1 – 2014/15 £186,900	Year 2 – 2015/16 £161,900	Year 3 – 2016/17 £151,200
Citizens Advice Isle of Wight	£136,000	£109,000	£117,563
Age UK Isle of Wight	£50,900	£48,900	£33,637

The Partnership Agreement suggests that after year 3, the provision of Advice, Information and Guidance can be self-sustaining. However, when responding to the needs of the most vulnerable who are often on low income/in debt, this was never going to be realistic beyond contributions of a small number of donations or if Isle Help managed to secure other contracts to cross subsidise. The latter method of income generation has not proved possible. £5,959 has been raised through donations in 2016/17.

There is no funding currently allocated beyond 2017/18.

## Network members:



## Isle Help Case Study

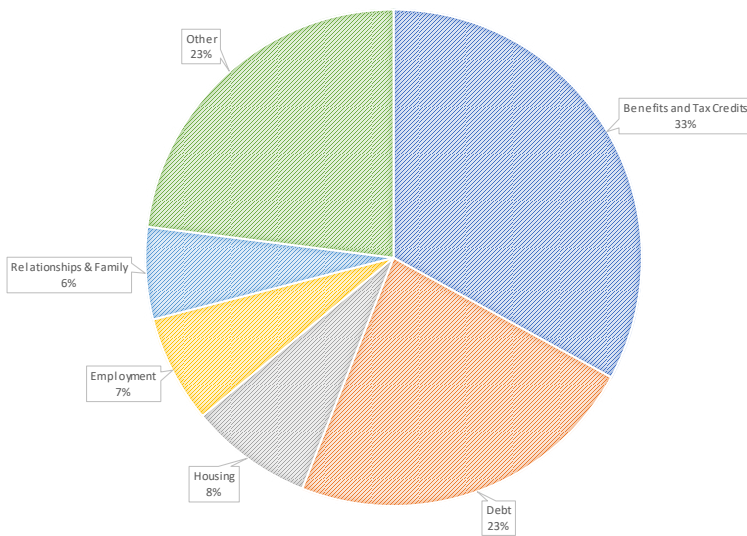
**Case study : Mrs H is a widowed, 85 year old lady who visited the People Matter IW, Independent Living Centre in November 2016. She was referred by her GP for information and advice on walking aids and equipment to help her access the Toilet. She owns, and lives in, a Chalet Bungalow.**

Isle Help assessment	After Isle Help intervention	Cost avoidance/cost saving
<p>Mrs H was Triage on the telephone to identify the most appropriate person to assess.</p> <p>She was originally referred by her GP. GP suggested that she access the ILC to access walking aids and equipment to help access the toilet.</p> <p>Mrs H came in for Independent Living Skills Assessment which took 1 hour at £20.00 per hour plus oncosts.</p> <p><b>Assessment highlighted:</b></p> <ul style="list-style-type: none"> <li>• High blood pressure and mobility issues due to Arthritis in her hips.</li> <li>• Mrs H wanted to maintain her independence, improve how she managed her condition and prevent further falls.</li> <li>• Mrs H was shown the bathing area and toileting area. A full independent living Skills assessment was carried out which took approximately 1 hour.</li> <li>• A referral was made to the Red Cross for a toilet surround and a shower stool.</li> </ul>	<p>After support from the Independent Living Centre, a follow up call was made 6 months after to audit Mrs Hs experience and she said that the ILC had stopped her falling.</p>	<p><b>If Mrs H had continued to fall:</b> 1:10 people who fracture their neck of femur have died within 1 month; 1:3 have died by 12 months; 50% require a care home admission.</p> <p>Cost of residential care home place: £31,200.00 pa</p> <p>Infection in total hip replacement (THR) can cost £70,000 per patient to treat. Approximate cost of the implant for the fractured NOF is=£5,000-£7,000 depending on where you live in the Country (Hillingdon Healthcare Stats), South costs are higher than in the North of England.</p> <p>This figure is conservative and does not include the cost of in-patient care at £400 per day.</p>

# Isle Help Achievements - Outputs and Outcomes

Whilst the partnership agreement runs from 1 July the statistics have been produced in line with the Annual reports of the two Shareholding organisations from 1 April of the previous reporting year.

**Total number of enquiries for 2106/17 = 14,361**

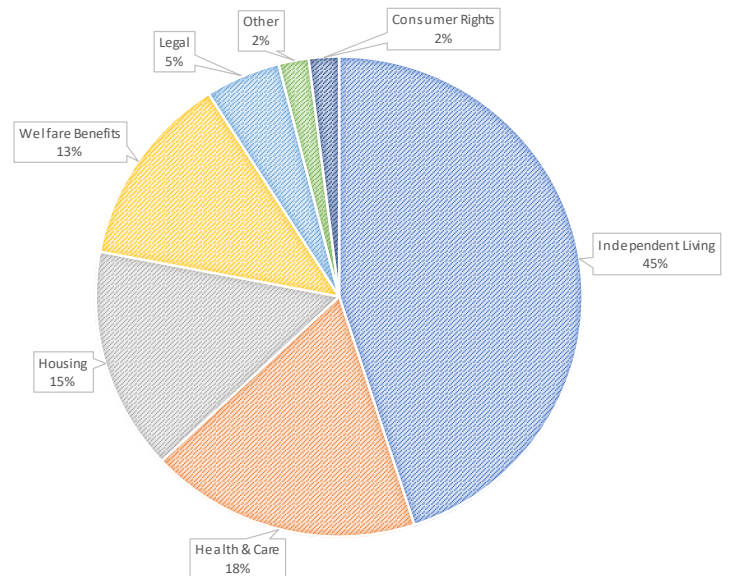


**Enquiries answered by category**

At Age UKIW simple information enquiries are often resolved by Reception staff. In 2016/17, c60,000 calls were received by Age UKIW but these are not formally captured as part of the Isle Help outputs.



**Enquiries answered by category**



Further information on performance data can be made available upon request.

## Isle Help Case Study

**Case study: Mr M, aged 60, lives in a privately-rented 2-bedroom flat. He shared this accommodation with his 37-year-old son, who paid the Council Tax and utility bills. The son moved out suddenly and six weeks later Mr M was referred to Citizens Advice by Age UK IW.**

Isle Help assessment	After Isle Help intervention	Cost avoidance/cost saving
<p>Assessment highlighted:</p> <ul style="list-style-type: none"> <li>• Help Through Crisis referred Mr M to Team Around the Person who began working with him in conjunction with Age UK Isle of Wight</li> <li>• Mr M received £409 each month disability benefit and the monthly rent is £505</li> <li>• Mr M has significant mental health issues including PTSD, is dyslexic and is unable to work because of a thyroid condition.</li> <li>• Mr M had Council Tax and water arrears amongst other debts. At the time of referral, he had £200 in his bank account.</li> </ul>	<p>Age UK Isle of Wight provided support with:</p> <ul style="list-style-type: none"> <li>• Housing Benefit/Council Tax Support application</li> <li>• Initial PIP form request and application</li> </ul> <p>Team Around the Person supported with:</p> <ul style="list-style-type: none"> <li>• Discretionary Housing Payment application</li> <li>• Addressing Council Tax arrears</li> <li>• Possible eviction – referral attempted to Law Centre (eviction process not advanced enough)</li> <li>• Support dealing with correspondence</li> <li>• Liaison with DWP and other agencies</li> </ul> <p>A successful application was made to Supporting People for a support worker Following a deterioration in Mr M's financial situation Help Through Crisis provided Foodbank and supermarket vouchers and gas/electricity top-up as short-term support.</p> <p>Team Around the Person gradually transferred responsibility for Mr M's support to Supporting People.</p> <p>Mr M has still to fully manage his debts but has managed to retain his tenancy.</p>	<ul style="list-style-type: none"> <li>• Potential cost of homeless application: Approx. £600 cost to Local Authority</li> <li>• Mental health team intervention (Mr M had previously received in-patient treatment).</li> </ul>



# Isle Help Achievements - Added Value

## New projects have enhanced the original brief of the Partnership Agreement.

These developments have achieved person centred, integrated working, supported the delivery of Integrated Locality Services, increased access to community services and enabled improved collation of statistics to use for strategic decision-making.

Isle Help has been highlighted to the New Models of Care team, helping to reduce impact on statutory services and Isle Help members have worked with the MLAFL Project Lead for Integrated Access to develop the Integrated Access blueprint.



## Additional funding

CA IW and AUKIW have successfully achieved additional funding to cover the full cost of operating services:

Partners	Cost of operating AIG services	IWC contribution	Difference funded through other sources
Citizens Advice Isle of Wight	£642,060	£117,563	£524,497
Age UK Isle of Wight	£76,892	£48,900	£27,992

## Volunteer support

The number of volunteer hours worked across the year has been 9152 hours which equates to a saving of £114,400.00 for the year, if capacity requirements had been fulfilled by paid staff.



## Customer Referral System

Isle Help has developed and implemented a network-wide referral system with the following benefits:

- More person-centred working where the person making an enquiry only has to 'tell their story' once
- Partnerships built between VCS advice providers
- Greater efficiency by having a better understanding of, and ability to extend, capacity between providers; ie, creating 'right person (organisation), right task' approach
- Stopped duplication of enquiries between advice providers.

From September 2017, it is anticipated that the referral process will be improved further by extending the platform developed by the IWC and CA IW for the Help through Crisis project to all Isle Help providers and enable the ability for people to self-refer.

Organisation	Number of referrals made	Number of referrals accepted
Age UK IW	46	59
People Matter IW (Help Through Crisis referrals started Sept 2016)	40	115
Citizens Advice IW	52	81
Carers IW	9	0
Isle of Wight Council Help Centres	2	9
Footprint Trust	4	54
Help Through Crisis	154	11
Law Centre	5	4

## Online advice, information and guidance services

A new Isle Help website is being created to become the first port of call for anyone seeking local advice, information and guidance services. The new Isle Help website and the Isle Find It Directory of Services website will link to provide a strong online information service offer to residents.

The comprehensive Isle Find It Directory of Services website went live during 2016. Funding provided by the Ageing Better Programme (BIG Lottery Fund) allowed the site to be developed, launched and marketed to the Island community.

Isle Help Website: [www.islehelp.me](http://www.islehelp.me) / Isle Find It Website: [www.islefindit.org.uk](http://www.islefindit.org.uk)

## Good Governance

The governance of Isle Help is being developed to support development and reduce risk including improved reporting through a performance management framework, gaining insight into emerging trends to help inform policy and potential service gaps.

This has been achieved through partnership with IW Council Officers.

# Projects developed from other funding sources to enhance the information, advice and guidance offer

The development of Isle Help has created a focus to establish further activity, funded by other sources, which extends and improves the delivery of advice, information and guidance:

## Isle Find It Directory of Services

The Isle Find It Directory of Services website went live during 2016. Isle Find It, funded by the Ageing Better Programme (BIG Lottery Fund), compliments and links to the Isle Help website to provide a comprehensive online advice, information and guidance service.

## Town and Parish Councils

Town and Parish Councils regularly grant small amounts of money to help with CA IW running costs. Ryde Town Council has also offered space to see clients in their offices at Lind St. This is proving invaluable allowing clients who can't afford the bus fare to Newport to get the advice they need.

## Outreach

Outreach undertaken by CA IW ensures more people can access services offered. The Money Advice Unit goes to Cowes, Ryde and Sandown, the tax team to East Cowes, Ryde and Ventnor and the general advice service Ryde, Ventnor, Freshwater and Sandown. Age UKIW offers home visits to vulnerable older people Island wide.

## Rally Round

MLAFL/Vanguard funding has enabled Isle Help to lead the local development, and introduction of, Rally Round. This is a national online support system empowering people to better manage their care within their own networks.

Elsewhere in the country it has mainly been used to enable family and friends support networks to be set up around frail elderly people but it has the potential to be useful in a variety of ways. E.g. one hospital is about to pilot its use in its discharge process.



Working together to help you stay healthy and well



### Help Through Crisis

A partnership approach with Isle Help partners and the IW Council has led to CA IW successfully applying to the Lottery for £500,000. The project commenced July 2016 is funded for 5 years.

The success of the application was assisted by the partnership between CA IW and the IW Council which redesigned the Local Assistance Scheme (LAS) to fund crisis payments around food and fuel. This lengthened the timescale for funding being made available.

Help through Crisis has developed an approach so that people are given help to break the cycle of crisis and are financially supported when appropriate. A partner's evaluation panel meets quarterly to highlight gaps in service provision.

### Housing Crisis Support

The Law Centre has been part of the Isle Help Partnership since its inception in June 2014 when the Advice Hub was established, and we have seen that our clients have benefitted from this joined up approach.

Many callers are experiencing a "wraparound service", where the appropriate agency will deal with the initial crisis, then an assessment of the caller's wider needs is carried out, and then the appropriate agencies in the partnership undertake to deal with different aspects of the assessment.

This leads to much more effective outcomes for clients, and the majority of the cases lead to a permanent resolution, and stops the revolving door of repeated visitations.

However, the collective approach taken by Isle Help has negated the effects of both austerity and the Government's so called

welfare reforms for many of our clients, but there are still many clients who still fall through the net because of capacity issues within the Partnership, where people have to wait many weeks for specialist appointments.

E.g. a client having to wait many weeks for an appointment in relation to Welfare Benefits or Employment issues, may well find by the time they get to the appointment they are outside the appeal time limits, and then there is very little the practitioner is able to do.

Obviously the Law Centre has to prioritise issues in relation to Housing, and for us that means homeless prevention and re-housing, but we find that we are having to deal with wider social welfare issues outside specifically the housing issue e.g. debt and welfare benefits.

Ideally we would like to be able to focus on just the housing issue, but we are finding that we are having to deal with those other issues ourselves, because of the long delays in appointment times.

Overall the joined up, Isle Help approach, has proven to be a much more successful way of dealing with clients with multiple problems. Increasing complexity and demand has created capacity issues within the Partnership, which risks callers 'falling through' the Isle Help 'net', potentially returning in crisis to the statutory services.

# Risks and Challenges

Risks and Challenges	Solutions
<b>External:</b>	
<p><b>Lack of funding</b></p> <ul style="list-style-type: none"> <li>Cessation of Isle Help, or the services provided by its component partners, risks non-compliance/less compliance with the Care Act 2015</li> </ul>	<ul style="list-style-type: none"> <li>IWC delivers its own AIG services but this is likely to cost more, there is no opportunity to lever in additional funding and an additional advocacy/appeals service may have to be funded</li> </ul>
<p><b>Reduction in 'business efficiency'</b></p> <ul style="list-style-type: none"> <li>Current lack of system-wide referral system</li> <li>Increasing AIG issues</li> <li>Every intervention results in the person retelling their story</li> <li>AIG providers work in silos</li> </ul>	<ul style="list-style-type: none"> <li>Continued commitment to, and achievement of, system-wide integrated working, information governance, aspirations of 'One Public Estate'</li> <li>Enable the VCS to respond quickly with innovative delivery activity</li> </ul>
<p><b>Less enquiries supported</b></p> <ul style="list-style-type: none"> <li>Incidence of crisis increases as people have less support to self-care/manage</li> <li>Whilst calls covered by IWC Partnership Agreement total 14,361 calls per year; both Charities have wider remits and advice enquiries overall increase to 18,424 calls a year</li> </ul>	<ul style="list-style-type: none"> <li>Continued commitment to the prevention/early help agenda enabling the VCS to lever in additional funding</li> <li>Innovation through iBCF (Improved Better Care Fund) and other funding sources towards supporting those who fund their own care/support, and the development of seamless transition between community-based teams from early help to more intensive support as required</li> </ul>

Risks and Challenges	Solutions
<b>Internal:</b>	
<p><b>Governance and administration</b></p> <ul style="list-style-type: none"> <li>• More complex with no directly employed staff. This has hampered the development of possible income generation activity to support sustainability. Growth/expansion could prove challenging and would need to be carefully managed.</li> </ul>	<ul style="list-style-type: none"> <li>• With budget allocation, partner organisations can offer to support these functions</li> <li>• Isle Help CIC ceases to be a legal entity but retains its brand for public recognition and integration. Governance and administration fully subsumed into partner organisations with one lead for accountability.</li> </ul>
<p><b>Lack of funding</b></p> <ul style="list-style-type: none"> <li>• Partner organisations can no longer afford to fund Information, Advice and Guidance services</li> </ul>	<ul style="list-style-type: none"> <li>• CA IW and AUKIW will continue to seek additional external funding to add value to any IWC funding although success is not reliable.</li> <li>• AIG within AUKIW reduces to be only available to internal services and not ILS/ other activity.</li> </ul>
<p><b>Development of on-line AIG channels not utilised to maximise capacity</b></p> <ul style="list-style-type: none"> <li>• Digital skills of those most needing to access services are not at a standard to enable accessibility</li> <li>• On-line channels not sufficiently resourced to enable regular testing of barriers to access to plan a response to improve usage</li> <li>• Resources for regular review of information not available leading to the on-line presence becoming out of date very quickly</li> </ul>	<ul style="list-style-type: none"> <li>• Expand opportunities for digital inclusion (currently planned through iBCF)</li> <li>• Ensure resources are flexed/utilised to achieve regular consultation and co-production to maintain accessible, user friendly sites</li> <li>• Utilise partnership working with the Ageing Better Programme to ensure resource to regularly review information available</li> </ul>

# Plans for the next 12 months

## Support to deliver the Improved Better Care Fund (iBCF)

A VCS partnership will be providing a range of projects and services to assist with ensuring that people who need to access services are identified much sooner through the funding provided by the Improved Better Care Fund.

Advice, information and guidance, provided by Isle Help partners will be utilised thereby building 'business' efficiencies as queries are researched once and then disseminated throughout staff working in Integrated Locality Services, as requested. This will reduce response times for information across the 'system' and provide prevention/early help as people will be assisted by referrals to the most appropriate organisations (where possible retaining them within the VCS).



### Particular focus will be on:

- People ineligible for IWC Council Adult Social Care funding, people with a learning disability, carers, older people and those with mental ill-health.
- Outcomes will support:
- Improvement on the numbers of current delayed transfers of care
- Delivery of help to enable more informed choice when people are considering their housing options leading to care closer to home as well as help to stimulate the market to establish a wider range of services for greater choice.

We will also be assisting people to be able to access more digital services so that they can self-manage their own support.

This has been a quick turnaround of applying for funding and getting the balance right to support Adult Social Care, CCG and NHS Trust to enable their outcomes to be met without duplicating services, this could not have been achieved if the Partnership was not already embedded and able to use the strengths of each organisation.

### Support to deliver Integrated Access and One Public Estate

VCS AIG providers have already been proactive in the support of these two initiatives but will be working with statutory colleagues to further encourage the use of Isle Help data to inform new service developments.

Further, Isle Help providers and members of the wider network are committed to closer collaboration and exploration of better usage of the public estate and sharing back office functions to improve business efficiency and effectiveness to make best use of limited resources.

### Maintain and review on-line platforms to extend the reach of AIG


The Isle Help network will continue to work collaborative to ensure outstanding, relevant and up-to-date information and advice delivered innovatively through a range of digital platforms.

Explore options for sustainability and the extension of the partnership agreement or other vehicle to deliver funding for AIG.

During the development of the agreement, there was little exploration of the IWC's strategic needs for the service and what, if any, further development is required.

During the next 12 months further work will be undertaken to maximise the use of referrals and improve monitoring and evaluation, across organisations, to inform delivery and strategic direction.





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