



PAPER H

Purpose: For Decision

Committee report

Committee	HEALTH AND WELLBEING BOARD
Date	26 JULY 2018
Title	ISLE HELP STRATEGIC PARTNERSHIP ANNUAL PROGRESS REPORT
Report of	STRATEGIC MANAGER ORGANISATIONAL INTELLIGENCE

EXECUTIVE SUMMARY

1. Although the provision of information, advice and guidance (IAG) is considered discretionary, most council and independently provided IAG services often underpin and support the local authority's delivery of its statutory obligations and priorities, including help, in relation to debt, health and wellbeing, welfare benefits, housing, employment and crisis support.
2. The strategic partnership between the council and Isle Help Community Interest Company has continued to mature and evolve in its third year of the agreement, as it seeks to provide effective services through partnership working that enable those within the community to be better empowered to resolve their presenting difficulties.
3. With access to appropriate IAG services enables the discharge of the council's statutory duties in a number of areas (e.g. housing, social care, benefits and revenues), and further support those deemed most vulnerable and who may present a crisis situation that requires immediate support.
4. This report is designed to provide an overview of the progress being made through the partnership in providing IAG provisions through its annual report. This report recommends that Health and Wellbeing Board notes the 2017/18 Isle Help annual report (Appendix A).

BACKGROUND

5. The Executive considered a report on 10 February 2015 titled '*The future of independent advice, information and guidance services*', which set out options for the council's role in enabling public access to IAG. The report set out a background of increasing demand, increasingly limited resources for providers, pressures on council funding, the growing role of IAG in empowering people, and the need for the council to make changes to its own directly provided IAG services.
6. In a further report to the Executive, they agreed on 14 May 2015 that the council should develop a strategic partnership with the Isle Help consortium of independent voluntary sector providers of, information, advice and guidance (IAG).
7. The strategic partnership provides a framework and joint strategy for bringing together the resources, knowledge and expertise of the council and the Isle Help consortium for the benefit of the community, and the mutual benefit of each party.
8. Isle Help is an existing consortium of independent voluntary sector partners. Membership of that consortium currently includes the Isle of Wight Citizens Advice, Age UK Isle of Wight, People Matter Isle of Wight, the Independent Law Centre, Community Action Isle of Wight and the Footprint Trust. Following the Executive decision, the council and Isle Help have jointly through the governance arrangements managed and delivered a strategic partnership for IAG. The outcome of this has been for the partnership to produce an annual report that has reported on the progress that has been made; the outcomes, added value and performance achieved; and the plans for the coming 12 months that supports the council through partnership working to achieve its aspirations towards coordinated access integration of service provision, Improved Better Care Fund (iBCF) Early Help offer, and One Public Service opportunities.
9. The partnership agreement duration was agreed for an initial period of three years from 1 July 2015, with the option for the parties to agree to extend the partnership for a further year under the existing agreement terms. This extension option was agreed by Cabinet in a report presented to them on 14 September 2017. The existing partnership agreement is due to end 30 June 2019.

STRATEGIC CONTEXT

10. The council's Corporate Plan 2017-20 sets out the vision for the island and the council's priorities and planned activities in delivering it. The provision of IAG services in partnership with Isle Help are intended to support the delivery of the following council outcomes. They include in particular:
 - Vulnerable people are supported and protected
 - People have a place to call home and can live with independence

- People take responsibility for their own health and wellbeing
 - Community needs are met by the best public services possible
11. Independent and council provided IAG services helps people and communities to make choices based on knowledge of their rights, responsibilities and options. This is increasingly important with regard to the council's health and wellbeing responsibilities.

HEADLINE PERFORMANCE STATISTICS

12. There are a number of IAG performance statistics contained in the report, the headline statistics being:
- Number of clients provided with advice, information and guidance in 2017/18: 52,499 (38% of the IOW population)
 - 96% of people supported were satisfied with the information, advice and guidance they received.
 - In 2017/18 services raised £2,135,459 additional support for clients through welfare benefits claims, one off support payments and other grants.
 - 1714 people avoided the need for statutory care provision and continued to live independently
 - Over the last two years the demand for IAG services has doubled from 3568 to 7373 per quarter

CONSULTATION

13. This report requires no formal consultation to be undertaken to present the annual performance report.

FINANCIAL / BUDGET IMPLICATIONS

14. While there are no direct financial implications of the annual performance report, a financial case for agreeing the strategic partnership was contained in the report considered by the Executive on 10 February 2015 and the additional report to Cabinet dated 14 September 2017.
15. The annual value of the core IAG council funding during 2017/18 was £151,200. In addition to this there are a number of separate commissioned provisions that have been included in the partnership agreement for IAG provisions with Isle Help, which provide specific services commissioned by the council's Housing Services department to provide appropriate early intervention and avoid statutory intervention. These consist of the following annual amounts:

Provision	Grant Value
Housing Related Support	£60,000

Housing Court Desk support to prevent eviction	£10,000
Supporting People Crisis Intervention	£25,000

16. More recently the Adult Social Care department have commissioned through the Improved Better Care Fund (iBCF) other service provisions through the Isle Help partnership to deliver schemes, such as the Living Well Service to support the department to deliver its Care Closer to Home strategy. The iBCF, of course, is three years short term funding made available by government and front loaded meaning that ongoing funding of these schemes (which are revealing very positive results) are a top budget priority moving into 19/20 and beyond and how we work collaboratively with our voluntary and community sector partners to support our community health and wellbeing needs.

CARBON EMISSIONS

17. The property arrangements for future delivery aspirations of IAG services set out in the annual report are in the process of being reviewed as part of the ongoing IAG partnership arrangements over the coming year, and may result in either an increase or reduction in carbon emissions, depending on the use of council buildings for future delivery. The change will be calculated once the final property arrangement are known but, in any event, is likely to be minimal and inconsequential in terms of the council's ability to deliver the Carbon Management Plan.

LEGAL IMPLICATIONS

18. There is no statutory obligation on the council to provide information, advice and guidance services to the public, except in the case of the Care Act as outlined in paragraph 19 below. However, many of the council's statutory functions are exercised through the provision of these types of services. IAG enables the council to ensure that service users are provided with access to information to enable discharge of the council's statutory duties in relation to housing, social care, benefits and revenues. In addition to the value in terms of discharging statutory functions, IAG services have an added value in the part they play in reducing the direct contact the council has with service users on a day to day basis.
19. Section 4 of the Care Act 2014 provides additional duties on local authorities to establish and maintain a service for the provision of information and advice relating to care and support for adults and support for carers. The annual report contains examples of where through the partnership agreement with Isle Help, it has successfully provided support to residents to meet these Care Act requirements through schemes recently developed such as the Living Well initiative.
20. The increase which has been seen in the demand for IAG service will continue by virtue of the introduction of recent amendments to the Homelessness Act 1996, in that the council has a greater responsibility to not

only provide advice for those that are either homeless or potentially homeless but is now required to provide more assistance to enable people to find accommodation.

21. The future rollout of the government's national welfare reform, Universal Credit (UC) Full Service rollout, which has commenced on the Island from June 2018, is likely to lead to an increase in demand for IAG support in terms of housing, budgeting support, debt management and discretionary support needs. National trends of where UC Full Service has already begun to be rolled out suggest a number of difficulties in terms of delays in UC awards and payments, and the impact that this has had to claimants being able to manage their housing, financial budgets, wellbeing and day to day IAG needs. The partnership agreement helps to ensure that service users are provided with access to IAG to enable discharge of the council's statutory duties in a number of areas (e.g. housing, social care, benefits and revenues).

EQUALITY AND DIVERSITY

22. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
23. There are no direct equality and diversity implications of this report as it is noting the annual report performance. IAG services are accessed by many of the most vulnerable people in society including those people who have protected characteristics.

PROPERTY IMPLICATIONS

24. The partnership agreement with Isle Help includes provisions that will enable the council and Isle Help to better deliver the joint partnership strategy by sharing premises and equipment, if that is assessed to be the most effective approach.
25. The potential sharing of premises is currently being developed as a project between the partners through the One Public Service and property rationalisation programmes. The intention is that the project will be implemented over the coming six months of the partnership agreement through a review of all face to face IAG provisions currently provided through the partnership in Newport. This will seek to centralise IAG partnership resource provision through the use of County Hall as a central IAG Hub and through the wider ambitions of the Coordinated Access project determined through the health and social care local care system, while still maintaining a number of satellite and outreach IAG provisions across the island through the partnership arrangements with Isle Help.

RISK MANAGEMENT

26. Risks have been managed as far as possible through a form of partnership development and governance arrangements that builds on the council's experience of partnership working. The partnership executive steering group has sought to implement performance management and monitoring arrangements to understand what IAG is achieving and to help determine where emerging needs through IAG can be responded to as a partnership to support statutory service provisions and the wider needs of the community.
27. The risks of formal partnership have been agreed during the creation of the agreement and that adequate protection for each party is set out in terms of governance, liabilities, termination arrangements and other common aspects that protect partners.
28. There is a financial and operational risk that lack of public access to independent IAG will result in increased demand for council provision and for costly council services at a time when the council is not able to directly provide new services and has made considerable changes to its face to face offer. As outlined within the Legal section, the Care Act has, from April 2015, created new duties and responsibilities for the council and has in turn resulted in a need for the council to provide better access to information and advice in discharging its social care functions. In addition, there is the further rollout of Universal Credit during 2018/19.
29. The council may also suffer reputational impact arising from failure to continue to invest in the development of well-used community services for supporting IAG provisions that may also prevent the council from achieving its agreed strategic priorities and outcomes.

RECOMMENDATION

30. Health & Wellbeing Board is to note and comment on the performance in relation to the strategic partnership with Isle Help for the provision information, advice and guidance provisions, as set out in the report attached as Appendix A.

APPENDICES ATTACHED

31. [Appendix 1: Isle Help Annual Performance Report 2017/18.](#)

BACKGROUND PAPERS

32. [Report to the Executive: The future of independent advice, information and guidance services. 10 February 2015.](#)

33. [Report to the Executive: The future of independent advice, information and guidance services. 14 May 2015. Including the Appendix 1 link to the strategic partnership agreement](#)
34. [Report to the Cabinet: Isle Help Strategic Partnership Annual Progress Report 2016/17](#)

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