

COMMUNITY SERVICES OVERVIEW AND SCRUTINY COMMITTEE

30 NOVEMBER 2020

REPORT OF ASSISTANT DIRECTOR, PARTNERSHIPS

A.1 TENDRING MENTAL HEALTH HUB

(Report prepared by Anastasia Simpson)

PURPOSE OF THE REPORT

To provide the Committee with an update on the funding and outcomes of the Tendring Mental Health Hub.

INVITEES

Melanie Hammond, Chief Officer, Tendring Citizen's Advice Bureau will be in attendance to answer questions relating to the Tendring Mental Health Hub.

BACKGROUND

The Mental Health Hub was launched by the Tendring branch of the Citizens' Advice Bureau in 2015 with support from Active Essex, Essex County Council, Essex's Police and Crime Commissioner and Tendring District Council.

The hub, located in Clacton, offers an easy single point of entry for referrals from GPs, health professionals, police, and self-referrals. The idea of the hub is to carry out "holistic assessments" of people with mental ill health taking into account all the various factors behind their situation and point them in the right direction for help.

The shop is also staffed mainly by volunteers who have experience of mental ill-health issues, including problems with homelessness, social isolation or income, and helps to give them the confidence to go on to volunteer elsewhere. Volunteers also gain key personal skills, have social contact, and make friends.

More than 20% of the volunteers have gone on to mainstream charities, while 12% have gone on to paid employment.

DETAILED INFORMATION

Background and Funding Information

The Tendring Mental Health Hub has four stakeholders including Tendring District Council, Essex County Council, and Office for Police, Fire and Crime Commission and the NEE Clinical Commissioning Group. Each party contributes between £23,000 and £30,000 per annum. Tendring District Council contributes £23,000 per annum. A detailed grant agreement and contract underpins the project, to ensure that there are clear standards, expectations, record keeping and that the hub operates in accordance with all legal and governance procedures in place. The agreement is between the stakeholders and Citizen's Advice Tendring. Citizen's Advice Tendring are the lead body for project delivery.

Tendring Mental Health Hub , Summary of End of Year Report Evaluation 2019/20

The full overview and evaluation report is detailed in Appendix A. In summary during

2019/20 the following activities took place:

1. 325 signposts and referrals out to other services
2. 41 referrals to housing organisations preventing homelessness/assisting homeless people
3. Assisted 60 client instances of unmanageable debt to an estimated total of £364,206
4. Assisted 165 instances of benefit issues and have supported clients with claims to an estimated value of £839,068
5. 1 - 999 call to emergency services

Number of service delivery hours provided (at the time of the Quarter 4 report) : 4697

Tendring Mental Health Hub , Quarter 1 2020 Update

Due to the COVID 19 pandemic the Tendring Mental Health Hub advice service has temporarily moved away from face-to-face support, and the service is being delivered digitally and via the telephone.

The service had to close the shop provision in March 2020, as part of the national lockdown. The service plans to re-open according to government guidance on 3 December 2020. This has meant that the service delivery has had to change during 2020 to accommodate the closure whilst maintaining the advice service, communication and connection with the volunteers (clients).

The Support and Recovery staff have kept in regular contact with volunteers on the Recovery Programme throughout the closure. New activities have been introduced to ensure that support continues throughout the pandemic including nature walks and a cycling group. Weekly telephone contact has been scheduled with each volunteer, and if unsuccessful written contact was attempted to ensure that volunteers have had every opportunity to engage. Staff carried out a total of 151 contacts with volunteers during Quarter 1.

Moving forward, the service is hoping to begin re-engaging offering face-to-face support for the volunteers as soon as possible. The outdoor activities where social distance can be easily maintained include the cycling group and nature walks. The offer of these alternative activities to the volunteers has been so popular, that a waiting list has been introduced.

When the shop re-opens it will be segmenting the volunteer shifts to ensure that there is a safe number of people in the shop at any given time. All procedures will be put in place to open safely in line with Government Guidelines.

RECOMMENDATION

That the Committee determines whether it has any comments or recommendations it wishes to put forward to the the relevant Portfolio Holder or Cabinet.

APPENDICES

Appendix A - Quarter 4 2019/20 Yearly Evaluation Report

Appendix B - Quarter 1 2020 – Client Case Studies

