

Report of the Director of Public Health to the meeting of Bradford East Area Committee to be held on 20th October 2016

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Subject:

Warm Homes Healthy People programme (WHHP)

Summary statement:

This report seeks to raise awareness of the Warm Homes HealthyPeople programme which offers short term interventions during the winter months to support vulnerable households in the District and explore methods to sustain the programme beyond Public health funding.

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**Overview & Scrutiny Area:
Health and Social Care**

1. SUMMARY

1.1 The Warm Homes Healthy People (WHHP) programme has been operating since 2011/12 and it offers short term interventions during the winter months to support vulnerable citizens in the district. The programme forms Bradford's response to Cold Weather planning as per guidance put forth by DH annually. For the purpose of the programme vulnerable people include the following;

- Older people
- People with disabilities
- Young people
- Lone parents
- Families with young children
- Refugees

1.2 The purpose of the report is to inform the Area committee of the WHHP programme and how it seeks to support and develop local and community based activities this accords with much of the existing work of the neighbourhood services. It is hoped that productive links between WHHP and these services can be enhanced and built on for the coming winters' programme.

2. BACKGROUND

2.1 The Warm Homes Healthy People (WHHP) programme is Bradford's response to the Cold Weather plan for England, as published by the DH. It offers a range of interventions for vulnerable residents to mitigate the effects of inclement winter weather. Part of the programme has been to engage with neighbourhoods and people at street level to identify and support those more vulnerable residents in their area.

2.2 Public Health and Bradford City and District Clinical Commissioning group (CCG) funding is used to deliver four separate work streams that can respond to the adverse impacts of poor weather during winter. These work streams are now well established in Bradford and come together through a multi-agency partnership which has expanded and developed innovative approaches to reducing the risk of exacerbated illness and early mortality during winter months.

2.3 The lead officer for stronger communities attends the WHHP partnership leads meetings, to ensure projects are in line with community activity and promotion of WHHP activity. The programme works to create community cohesion and support vulnerable homes across Bradford District.

2.4 The WHHP four work streams are;

1. Active Communities;
2. Connecting People;
3. Keeping Warm;
4. Healthy Eating,

These are explored in greater detail below.

2.4 In the current programme there are 9 organisations grant aided to deliver interventions these are:

- Age UK
- BEAT
- Leeds Community Foundation (Bradford Community Fund)
- Community Advice Network (CAN)
- Bradford and District Citizens Advice Bureau (CAB)
- Carer's Resource
- HALE
- Inspire Neighbourhoods
- Innchurches

2.5 WHHP is a well-established programme that has had success reducing the numbers of people needing to access emergency services. At its heart, it aims to reduce 'excess winter death' figures in the district using early intervention and prevention to help households maintain their homes and health.

2.6 WHHP uses a web based 'portal' – First4Contact as the main access route which has the capacity to direct referrals into a range of support services which can respond rapidly. It accepts self and agency referrals and this year will also accommodate telephone and paper referrals.

2.7 In 2015/16 the main work stream 'lead agencies' were funded for an 18 month period in order to create stability and allow the programme to develop a more sustainable approach, such as crowd-funding which is currently being explored and business packs are being created to gain sponsorship for the programme. With this extra lead in time, it is anticipated that WHHP will have a formal launch in late September.

3. OTHER CONSIDERATIONS

3.1 The details of interventions offered through WHHP are below;

Active communities

3.2 This work stream is aimed at strengthening and promoting community activity. These range from local transport services for housebound people to attend appointments, go shopping and/or get out to community based events, through to home visiting/befriending work and practical help like clearing snow. The aim is to identify and help those most vulnerable members of our communities; tackling isolation and reducing the low level mental health issues associated with being alone.

3.3 As part of this work stream the Leeds Community Fund receives monies to run the Bradford Community Fund which offers a small grants programme. The aim of the fund is to support small groups to develop short term projects and community empowerment schemes. Grants awarded to community groups and charities have helped increased the capacity of third sector organisations to respond to the needs of the most vulnerable people. Grants awarded are up to £1,500. The WHHP community fund will be launched to coincide with the rest of the programme in September.

3.4 In collaboration with Neighbourhood Services and its 'People Can' campaign, Public Health has funded tool libraries in each constituency in 2016/17. These libraries contain tools for both summer and winter such as snow shovels, gritting equipment

and a range of gardening tools. Administered by locally based organisations in partnership with the Area offices these are available for other community groups and volunteers to borrow. They aim to enable and encourage communities to become active and support their neighbourhoods - from food growing projects to clearing snow. It is also hoped that these libraries will be able to support children to learn to grow food in conjunction with their local schools and other partners.

Connecting people

- 3.5 As noted above access to the programme is via a web based multi-agency portal- First4Contact. This is provided by Carer's Resource who this year has maintained these resources as an all year round service supporting WHHP and the Self Care & Prevention Programme (SC&PP). The portal acts as a focal point to gain advice and referrals into the scheme. The First4Contact website holds signposting information and web links to a range of aligned support functions e.g. community based advice providers, e-learning packages and other web based services meeting WHHP and SC&PP needs. The portal functions as a coordination tool across the programme and maintains performance data and customer feedback.
- 3.6 During the summer months the WHHP work streams have been developing an approach to a crowd-funding campaign and stronger linkages with businesses. This is in order to diversify the current funding base and raise awareness of WHHP across businesses and individuals.

Healthy Eating

- 3.7 The aim of the healthy eating work stream is to increase awareness on how food can be accessed and how to eat healthily on a budget, with an introduction to online purchase options/ food banks/ other sources to access help, focusing on healthy eating at low budget. Included in the sessions is awareness around issues of obesity and how to manage people's personal weight and lifestyle. Details are also provided of Bradford food banks, for those who struggle to access food.
- 3.8 Three organisations are funded to work under the Healthy Eating work stream; these are Innchurches, HALE and Inspire Neighbourhoods. Activities under this work stream include: emergency food parcels, organising and hosting community based big lunches and cook and eat roadshows across the district.
- 3.9 The roadshows are designed to reach families and households that are 'hard to reach' and provide practical cooking demonstrations, easy cook recipes and other educational information to increase knowledge around caring for family health over winter.
- 3.10 During these roadshows other issues are often raised, in particular, household debt and fuel poverty concerns. In this case people can receive immediate help to manage the problem and/or be referred onwards to specialist services such as, welfare advice or fuel poverty agencies.
- 3.11 As part of this work Innchurches is funded to offer emergency food parcels and in their main headquarters, the Storehouse, they also have a Pay as You Can café which incorporates the use of 'rescued' surplus food, supplied from local markets and

retailers. Innchurches also runs travelling mini markets whereby produce is sold on a Pay As You Can basis in some of Bradford's most deprived areas.

Keeping warm

- 3.12 Keeping Warm provides practical support for households. This includes warm clothing; bedding; home starter packs; emergency heating; fuel 'top ups'; access to debt and fuel poverty advice; support to access the warm homes discount and expert help with managing fuel and heating in the longer term. Organisations funded to provide these are; Innchurches, Inspired Neighbourhoods, Bradford and District Citizens Advice Bureau (CAB), Bradford Environmental Action Trust (BEAT) and Age UK.
- 3.13 In this work stream Innchurches offers food parcels, bedding and clothing these are provided through faith establishment collections and donations from both individuals and local businesses.
- 3.14 Inspired Neighbourhoods produces Starter Packs for people moving into permanent accommodation who have little or no household items. They deliver between 10-15 starter packs a week.
- 3.15 Age Concern, through their handyman service, helps households with small fuel poverty remedies; radiator foils, draught excluders, curtains etc. At the same time they refer cases into First4Contact for more lasting fuel poverty based interventions and help with more complex and longer term needs.
- 3.16 CAB is funded to provide quality assured debt and money advice for local residents who meet the overall WHHP eligibility criteria and who have fuel debts, high fuel bills or pre-payment gas/electricity meters. Opportunities are explored to maximise their incomes, resolve debt problems and ensure they have on-going fuel supply to cook meals and heat their homes. This includes the opportunity to access 'top ups' for pre-payment meters. The debt advice operates on a triage basis to ensure that people are directed to the right advice services at the right time.
- 3.17 CAN manages the top-ups available for gas and electricity pre-payment meters (up to £80) for clients with no/very low incomes, these are made available through welfare advice provider networks and can only be accessed through these agencies after a thorough assessment of need has taken place.
- 3.18 BEAT facilitates home energy checks, energy switching options and applications to the Warm Homes Discount helping householders to reduce their energy bills making, heating more affordable. Their Warm Homes Officer helps co-ordinate the different options available across the district in relation to affordable warm including the capacity building activity which trains people in delivering home energy checks and the e-learning package which aims to raise awareness of fuel poverty and debt issues.

Governance

- 3.19 The programme is managed through a multi-agency partnership including statutory and non-statutory partners and joins together two projects supporting households at risk, the WHHP programme and Health through Warmth Project.

Statistics

3.20 During 2014-17 there have been approximately 1650 referrals into the scheme and those benefitting from the programme are approximately 2740. The total budget attached to this programme is £622,000 for four years.

4. FINANCIAL & RESOURCE APPRAISAL

The funding for the WHHP programme is managed through Public Health which has been able to maintain the programme until March 2017. As noted above from October 2016 the group have been asked to explore funding options and ways to sustain the programme. Crowd-funding has been sought as the most viable option.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

The responsibility for the WHHP rests with the Council's Public Health department and operates within Council policy and procedure

6. LEGAL APPRAISAL

None

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

WHHP is specifically aimed at vulnerable households and as such supports many communities from those listed as having protected characteristics;

- People with disabilities
- Older people
- Younger people
- Refugees
- Lone parents

7.2 SUSTAINABILITY IMPLICATIONS

WHHP works to develop permanent solutions for hundreds of vulnerable people.

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

A large amount of the work of WHHP is working with individuals and households to tackle fuel poverty and affordable warmth. These interventions reduce wasted fuel and heat loss so contributing to reducing greenhouse gases

7.4 COMMUNITY SAFETY IMPLICATIONS

Reducing loneliness and isolation and encouraging and supporting communities to come together reduces crime and the fear of crime in particular. Interventions such as the home starter packs aim to help individuals to settle and maintain their homes, some of whom will have had past histories of offending and detrimental; drug and alcohol use

7.5 HUMAN RIGHTS ACT

Regard must be had to Human Rights legislation in all action taken by Bradford Council.

7.6 TRADE UNION

The core funding for WHHP supports staff in work across a range of agencies

7.7 WARD IMPLICATIONS

Much of the work of WHHP is delivered on a ward basis.

7.8 AREA COMMITTEE ACTION PLAN IMPLICATIONS (for reports to Area Committees only)

Warm Homes Healthy People project work is conducted in collaboration with area officers. Tool libraries have been allocated in each of the area office, with an aim to encourage community cohesion and create active neighbourhoods. The WHHP projects tie in well with the ethos of the People Can campaign and the promotion of the WHHP activity through their networks.

8. NOT FOR PUBLICATION DOCUMENTS

None

9. OPTIONS

1. That the area committee note the contents of the report
2. That the area committee note the contents of the report and that they and their support officers engage with WHHP by raising awareness and positively identifying vulnerable households and encouraging referrals through to the programme

10. RECOMMENDATIONS

That the contents of the report be noted and that raising awareness of the Warm Homes Healthy People Programme, positively identifying vulnerable households and encouraging referrals through to the programme be supported.

11. APPENDICES

Appendix 1 – Programme Spend

12. BACKGROUND DOCUMENTS

DH Winter Guidance

Appendix 1

The following image outlines the programme's spend from 2015-2017. It shows the grant agreement amounts awarded to each organisation. There is some budget remaining to be spent by March 2017 which will be used to support some aspects of the programme and pump prime future projects.

| Organisation Name | Active Communities | Activity Name | Funding | Funding | Project Lifetime |
|--------------------------------|--------------------|---------------------------------------|---------|---------|------------------|
| | | | 2015-16 | 2016-17 | |
| Age UK | Keeping Warm | Practical Fuel Poverty Needs | £10,000 | £5,000 | £15,000 |
| BEAP | Active Communities | Community Work | £3,000 | £0 | £3,000 |
| BEAT | Keeping Warm | Provision of Practical Support | | £15,000 | £15,000 |
| Bradford/Keighley CAB | Keeping Warm | Debt Advice Triage | £10,000 | £5,000 | £15,000 |
| Bradford Community Fund | Active Communities | Community Empowerment | £5,000 | £20,000 | £25,000 |
| CAN (Community Advice Network) | Keeping Warm | Fuel Debt Small Grants | £10,000 | £10,000 | £20,000 |
| Carers Resource | Connecting People | Internet Portals and Referral Systems | | £20,000 | £80,000 |
| HALE | Active Citizens | Community Works | £3,750 | £0 | £3,750 |
| | Healthy Eating | Roadshows & Cook and Eats | £5,000 | £2,500 | £7,500 |
| Innchurches | Healthy Eating | Food Parcels & Big Lunches | £10,000 | £5,000 | £15,000 |
| | | FareShare/ chill room/ | | £0 | £15,000 |
| | Keeping Warm | Practical Needs-Hats-Coats | £5,000 | £5,000 | £10,000 |
| Inspired Neighbourhoods | Healthy Eating | Roadshows & Cook and Eats | £5,000 | £2,500 | £7,500 |
| | Connecting People | Crowd Funding | £7,000 | £5,000 | £12,000 |
| | Active Communities | Community Work | £3,750 | £0 | £3,750 |
| | Active Communities | Tool Library | £10,500 | £2,500 | £13,000 |
| West Yorks. Trading Standards | | Good Food Award | £15,000 | £0 | £15,000 |