

Three Rivers District Council

**COMMUNITY SUPPORT SERVICE**

**PROJECT INITIATION DOCUMENT**

**(P.I.D. Lite)**

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Distribution

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# 1 Introduction

## Purpose of the document

The Project Initiation Document (Lite) consolidates information required regarding the fundamental aspects of the project and is the basis against which the project is evaluated and prioritised.

* Why is this project important
* What will the project do, what outcomes will be delivered, what are the success factors and risks
* How much will it cost, what resources are required

*\*\* This document is a “lite” version of the full Project Initiation Document (PID) required when initiating the project fully. The full PID contains additional information.*

* *How will the project be implemented, how will it be managed*
* *When will the project be implemented*
* *Who will be involved and who will be impacted*

## Executive Summary

1.2.1 This project seeks to provide an increased Community Safety funding contribution towards the Community Support Service provided by Herts Mind Network in Three Rivers.

## Project Objectives

### To provide a full time Mental Health Assertive Outreach Worker in Three Rivers that will: Provide holistic needs assessment, assertive outreach, support, advice and onward referral to customers with common mental health disorders presenting to Police, ASB, Tenancy Enforcement, Housing and Environmental Health Services, in line with the requirements of the Hertfordshire Safeguarding Children’s Board and Hertfordshire Safeguarding Adults Board.

* + To reduce the use of police, ASB, tenancy enforcement, housing needs and environmental health services by customers whose primary need is related to a common mental health disorder;
  + To increase the mental wellbeing of people in Three Rivers; and
  + To increase access to early help for people with common mental health disorders in Three Rivers.

## Current issues and priorities

The project seeks to address the following objectives of the strategic plan 2017/18

2.3 We want to support the most vulnerable in our District

|  |
| --- |
| **2.3.1 Reduce anti-social behaviour and crime.**  **2.3.2 Support vulnerable people** |

2.4 We will provide a safe and healthy environment

|  |
| --- |
| **2.4.1 Ensure the safety of people in the district. people** |

2.5 We will reduce health inequalities, promote healthy lifestyles, support learning and community organisations.

2.5.2 Contribute to partnership working to reduce health inequalities.

### The project will share the responsibility for funding the existing Community Support Service between Three Rivers District Council, Thrive Homes, Watford Community Housing Trust and the Police and Crime Commissioner.

## Implications of project not being complete

### There will be increased burdens on Environmental Health, Anti-Social Behaviour, and Housing Needs staff to support customers with mental health disorders whose main presenting needs are more focussed on their mental health than the services they are contacting at the Council. Housing Providers and the Police will similarly continue to see increased demands from these service users.

# Business Case

Why should this project be undertaken?

There are an estimated 10,615 adults (16-74 years) in Three Rivers with Common Mental Health Disorders according to the Hertfordshire Mental Health Strategy. At present only 25% of these are being targeted with access to a mental health service (IAPT). This means that 75% of them may have no structured support.

A review of safetynet cases in 2014-2016 found that 36% of the ASB caseload (72 of 200 cases) involved clients with mental health issues. Clients could present both as complainants of ASB but can become perpetrators when they continue to make unsubstantiated complaints about neighbours for example. They can also be the subject of complaints of ASB from their neighbours. Making use of ASB enforcement powers is not appropriate in the initial stages of dealing with such complaints. However these customers can be hard to engage and can be isolated by the nature of an ASB complaint, or inability to support their complaint.

These customers take up significant amounts of staff time from all local agencies – including the Police, Housing Providers, Environmental Health, and Housing Needs staff. Much of this time is taken up dealing with complaints for failure to respond to their unrealistic requests for services.

There is a county-wide service for Adults with Complex Needs. The service thresholds require more than one identified service need e.g. mental health and drug and alcohol use. This limits service access to those with common mental health disorders.

By reviewing work in other areas of the Country, officers identified an effective model of working with this client group in Torbay Council through the use of an assertive outreach mental health worker. The Torbay worker had over 260 referrals over a period of 2 years. This is reflective of the number of referrals received by local Community Navigators funded by the CCG in Herts Valleys.

The local Community Navigator service is frequently referred to by ASB and Police Services. There is a significant waiting list for this service which is at capacity. Local Services in Three Rivers all agreed that an assertive outreach model would be beneficial to this client group and agreed to fund a pilot service to evaluate its effectiveness during 2017-18. This includes the commitment of financial and practical resources towards the project.

By engaging these customers more effectively with a worker trained in mental health skills, it is felt that resources will be released from front-line crime and disorder services as well as tenancy sustainment services, housing services and environmental health services. The pilot seeks to evaluate this hypothesis.

The pilot has been running since April 2017 and has demonstrated a clear uptake of service. Agencies in the Three Rivers Community Safety Partnership are looking to extend the project beyond the pilot to continue to offer the service.

How will project success be measured?

* To provide support to approximately 130 people with Common Mental Health Disorders per year.
* To provide people with Common Mental Health Disorders engaged in crisis services an assertive outreach service from a professional trained in mental health and integrated into early help services provided by Herts MIND Network.
* To reduce the use of crisis services by people with Common Mental Health Services without positive outcomes for the individual.
* To contribute to an improvement in the proportion of people with Common Mental Health Disorders in Three Rivers accessing support.
* To prevent homelessness amongst people with Common Mental Health Disorders.
* To contribute to an improvement in individual mental wellbeing.
* To work with the third sector and signpost to other agencies as necessary to improve the health and wellbeing of clients referred to the service.

## Project Definition

### To continue to employ a full time Mental Health Assertive Outreach Worker to engage people with common mental health disorder in Three Rivers/Watford Community Housing Trust tenancies with existing mental health services when they are coming into repeat contact with Police Services, Tenancy Sustainment Services, Housing and Homelessness Services and Environmental Health Services. .

### To continue to fund Herts Mind Network to provide a full time Mental Health Assertive Outreach Worker based at Three Rivers House, within the Community Safety Team and at Watford Community Housing Trust Neighbourhood Services Team. The worker will:

#### Receive referrals from the Police, District Council, and Housing Providers regarding customers with common mental health disorders who appear not to be coping and are making use of emergency services / crisis services / tenancy enforcement services due to their mental health problems.

#### Undertake initial contact with clients and complete an initial needs assessment making use of assertive outreach work to achieve the initial client contact if required.

#### Assist customers to access appropriate mental health services, drug and alcohol services, housing/tenancy services and other services according to assessed needs

#### Accompany customers to initial visits and appointments as necessary in order to ensure the sustained use of existing support services in the District.

#### Provide crisis/safeguarding intervention support which will include responding to problems which pose an immediate risk

#### Liaise with other agencies to ensure the customer receives the services necessary and continues to remain engaged.

## Outputs and Outcomes

Outputs

* To provide support to approximately 130 people with Common Mental Health Disorders per year
* To provide people with common mental health disorders engaged in crisis services an assertive outreach service from a professional trained in mental health and integrated into early help services provided by Herts MIND Network.

Outcomes

* To reduce the use of crisis services by people with Common Mental Health Services without positive outcomes for the individual.

## Benefits

### By working in partnership the Council will reduce the demands placed on its own services for Anti-Social Behaviour, Housing Needs and Environmental Health and achieve broader positive outcomes for individuals affected by Common Mental Health Disorders. This will include a reduction in the risk of homelessness amongst this target group.

# Project Costs

## Total Project Costs

|  |  |
| --- | --- |
| 2017/18 | £ 40,240 |
| 2018/19 | £,38 660 |
| 2019/20 | £ 38 660 |
| 2020/21 | £ 38 660 |

Year 1 costs included recruitment and set up costs. On-going costs breakdown as follows:

|  |  |
| --- | --- |
| Staff | £25,850 |
| On Costs | £9,800 |
| Broadband / Marketing | £1750 |
| HR / IT / Finance | £260 |
| Evaluation | £1000 |
| Total | £38,660 |

## 3.2 Funding brought in for 2017/18

|  |  |
| --- | --- |
| Three Rivers Community Safety | £10,000 |
| Three Rivers Homelessness | £2,000 |
| Three Rivers – Community Grant | £3,000 |
| Public Health | £10,000 |
| Watford Community Housing Trust | £6,900 |
| Thrive Homes | £6,000 |
| Community Safety Partnership | £2,365 |

## Funding identified for 2018-19

|  |  |
| --- | --- |
| Three Rivers Community Safety | £5,000 |
| Three Rivers Homelessness | £5,000 |
| Three Rivers – Community Grant TBC | £3,000 |
| Police and Crime Commissioner TBC | £5,000 |
| Watford Community Housing Trust TBC | £6,900 |
| Thrive Homes TBC | £8,000 |
| Budget Deficit | £5,760 |

## Growth bid sought from Community Safety Budget

|  |  |
| --- | --- |
| 2018/19 | £,5,800 |
| 2019/20 | £ 5,800 |
| 2020/21 | £ 5,800 |

## Financial viability

### Funding was secured from members of the Community Safety Partnership and from the remaining grant of the Community Safety Partnership in 2016/17 to establish the pilot project in 2017-18.

### The Community Safety Partnership no longer receives a direct grant from the Police and Crime Commissioner. The priorities set for the major grants budget, that the Partnership can bid for funding from, does not prioritise work in this area. The Partnership has therefore bid for PCC Action funds which are capped at £5k per year. If successful this will more than replace the initial funding of the partnership.

### The funding received via the Public Health Grant is to reduce by 70% in 2018-19 and will not continue beyond that year. A sustainable way of funding the project is therefore being sought by the gap being made up through the community safety budget. This represents a 5% increase in the Community Safety non-staffing budget. However it is an area that covers up to 36% of ASB casework.

### Should all match funding not be secured going forward then a reduced part-time role could be grant funded through Herts Mind Network.

## Resources and skills

### Herts Mind Network specialise in providing support services to people with Mental Health Needs. It is a county-wide service that receives funds from Hertfordshire County Council for some of its services. It also charges for some of its services and receives income from other grant aid sources. The service is able to provide professional management support to the service. This project is able to engage people in services that are therefore funded by other sources if ongoing support is required by a client. It is also able to refer into other services in the area. Herts Mind Network have effectively recruited to the post already.

### The role is based in the Community Safety Team in Three Rivers District Council to increase the referral and joint working between all services.

Has the project been agreed by the Head of ICT?

|  |  |
| --- | --- |
| Yes |  |
| No | X |

## Equalities

Is this project responding to an Equality Impact Assessment?

|  |  |
| --- | --- |
| Yes |  |
| No | X |

If yes, please provide brief details of the EIA… \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has an Equality Impact Assessment been undertaken for this project?

|  |  |
| --- | --- |
| Yes | X |
| No |  |

If yes, what are the outcomes and how do these link to the project?

Mental health services are more likely to be accessed by women than men. Providing an assertive outreach model seeks to engage those that for a range of reason will not access existing services and will reduce the likelihood of different groups not being able to access mental health support.

## Risks

Initial Risk Log

Likelihood and Probability Key

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Likelihood** | A |  |  |  |  |  | **Impact** | **Likelihood** |
| B |  |  |  |  |  | **V = Catastrophic** | **A = ≥98%** |
| C |  |  |  |  |  | **IV = Critical** | **B = 75% - 97%** |
| D |  |  |  |  |  | **III = Significant** | **C = 50% - 74%** |
| E |  |  |  | 1 |  | **II = Marginal** | **D = 25% - 49%** |
| F |  |  |  |  |  | **I = Negligible** | **E = 3% - 24%** |
|  | I | II | III | IV | V |  | **F = ≤2%** |
| **Impact** | | | | | |  |  |

| Risk | Level of Risk | | Required actions | Owner |
| --- | --- | --- | --- | --- |
| Impact | Likeli-hood |
| 1. Failure to secure sufficient funds to maintain full time post | IV | D | Reduce to part time role. | Andy Stovold |