

Wards: Central and
Avenues

Beverley Road Corridor Project – Our People, Our Place

Briefing Paper of the Assistant Director, City Safe and Early Intervention on behalf of the Director, Children, Young People and Family Services

1. Purpose of the Paper and Summary

- 1.1 The purpose of this short report is to update Members on progress made to date and also highlights a number of collaborative projects that were being developed and could be restarted gradually once we move out of lockdown.
- 1.2 The report will also reference those areas of work that have been impacted because of the virus and how those have impacted on our aims and objectives.

2. Background

- 2.1 'Our People, Our Place' introduces a new way of place based working which sees agencies sharing data and working together to deliver cross-cutting , holistic services that protect, support and re-enable people and families with the aim of improving lives and providing better outcomes for all residents within the Beverley Road Corridor.

'Our People, Our Place' provides a model for other places as it develops, with learning from the project used to create increasingly person-centred , service agnostic and innovative practice.

3. The Position Prior to lockdown

- 3.1 The move to lockdown came at a time when the project team felt that enormous progress was being made. This is evidenced by the increase in attendance and participation at both informal and formal meetings, combined with the wide range of work areas that were being progressed. The project team evidenced a greater

community input combined with the creation of a number of new connections being made between statutory bodies.

3.2 The following areas of business were being actively developed;

3.2.1 Further developing the Common Tasking Framework - This is the citywide model which underpins partnership place based problem solving. Training will be made available to all partnership practitioners along with community and voluntary organisations involved in place based working. Further development work will focus on broadening the focus of place based working to identify health inequalities that can be actioned at both an operational and strategic level. This work is actively on going with information sharing of vulnerable repeat callers taking place at an operational level which it is envisaged will have a positive impact on reducing calls for service. An additional 18.5 hr post has been recruited to with the post holder starting in September 2020. This post holder will support the Safer City strategic group and co-ordinate partnership problem solving around community priorities. In addition Problem Orientated problem Solving (POP) training will be available for all tasking practitioners. POP refers to the process used by agencies working in partnership to address the fundamental problems that underpin crime in order to improve community safety in a locality. This training will be funded by the Community Safety Partnership.

3.2.2 Community Engagement Scope and Plan

An engagement plan was created to gather the views of the Voluntary and Community Sector, businesses, services and local residents living and working within the Beverley Road Corridor. The outcomes from the engagement plan were used to formulate the action plans for the priority areas and to escalate blockages to the Project Board. A breakdown of the demographics in the priority areas was used to determine the most appropriate and accessible engagement tools and methods to reach the local community. This engagement and consultation took the form of;

- Face to face individual and group discussion
- Surveys and questionnaires
- Facilitated Workshops

In addition to the above consultation surveys were undertaken by the Local Authority using questioning in the Peoples Panel and by Humberside Police using Humber talking which facilitated the identification of the following issues raised by residents in the Beverley Road Corridor area.

These were;

- Litter and fly tipping
- Drug and alcohol abuse, including street drinking
- Noise and loud music
- Groups of youths causing annoyance

- Lack of affordable quality housing and Homelessness

The Project team facilitated two community workshops to determine how local residents felt about the area they lived in. The first was held on the 25th September 2019 with members from the Hull Independent Advisory Group (Hull IAG) and the second held on the 30th October 2019. Both workshops were used to asked the following questions

- What is good about the area?
- What is not so good?
- What would they need to make the area better?

The first workshop had focussed discussions on the barriers faced by residents when accessing services due to language and cultural differences. Themes from the workshop were categorised as follows;

- ESOL (English as a second language) and the need to work more closely with Adult Education and Community Groups.
- Reclaiming public places to better meet the needs of the whole community for example, local parks and community resources.
- Re-establish community focus groups that would complement the work being undertaken by Hull Independent Advisory Group (Hull IAG) with a clear focus on integration and cohesion.
- Barriers experienced relating to access to interpreters when accessing GP registration and wider health services.
- Poor mental health of economic migrants and barriers to services due to language and cultural differences.

The second workshop identified residents felt that the area was a 'nice place to live' they felt a good level of community cohesion and a sense of belonging. A new residents group has been recently established who are actively involved in resolving environmental issues within the area, supported by 'The Hull We Love' team. This has promoted cohesion and social action in a relatively short space of time. Feedback from the question "What is not so good in your area?" was broken down as follows;

- Lack of funding for small projects.
- Lack of community facilities that are accessible.
- Lack of information and feedback from public sector agencies from previous engagement

Seed funding has been secured to help the community with small projects, lack of feedback from engagement is an area which needs to be given greater consideration and should form part of a citywide engagement plan.

3.2.3 Organisational Pathways Sub Group

The group have focused on Access the Health Care and barriers to GP registration as a result a number of pieces of work have been progressed.

- **Developing Primary Mental Health Pathways** – A multi- disciplinary team have come together which includes social prescribing, community link workers, Nexus Primary Care, Humber Mental Health, CHCP Let's Talk and community volunteers to identify patients who would benefit from a Multi-Disciplinary Team approach to early intervention, preventing crisis and more effective patient support.
- Alongside of this development is joint work with the local Police who identify vulnerable patients during repeat call outs, and to create links into this network via the GP. The pilot will initially be confined to the Nexus GP's, The Quays, and Kingston medical using CHCP 24 hour administrative hub 247111 as a conduit to provide GP contact details in the first instance. The policy has now been ratified by both CHCP and the Humberside Police Information Security Officer

4. The Current Position and Future Opportunities

4.1 The following identified pieces of work are either ongoing or will be revisited when we move to a post pandemic position.

4.1.1 Organisational Pathways Sub Group

- An Multi-Disciplinary Team approach alongside mental health services has been successfully piloted by Nexus during COVID lockdown and is about to be presented to Humber Foundation Trust Board for further discussion and ratification, to embed joint working processes.
- The Police Information process and standard operating procedure has been ratified and is undergoing final revisions with Humberside Force Control Centre, following which the process should be ready to launch as a pilot by the beginning of September.
- Future plans for the pilot include a potential city wide roll out, which will require approval through the Local Medical Council (LMC) for a broader discussion with GP's on a city wide basis. Exploration of links to Making Every Adult Matter, the Housing support services and the re-designed common tasking, have been discussed but have not yet progressed, due to suspension of the group during COVID.
- During lockdown NEXUS has successfully piloted LIVIE and interactive approach to patient engagement using a free mobile App, publicised through the contacts of Beverley Rd and NEXUS patient lists, which has been successful.

4.1.2 Community Engagement

Thematic areas of action were identified through community consultation and engagement which have resulted in the following work streams being developed, led by the project team, with support from the wider place based partnership. The key deliverables are referenced below;

4.1.3 Task and Finish- To improve the provision of ESOL across the city.

The Task and Finish group was established to understand how the current ESOL offer could be improved, with a focus on quality and improved co-ordination of ESOL provision across the city. Adult Learning and Training are leading on the review alongside members of the community.

Due to the COVID 19 pandemic actions have been delayed, however the project leads have continued to attend virtual meetings meeting held by Hull All Nations Alliance and north bank forum as a way to keep dialog going. Classes will resume in September via a blended learning platform and curriculum planning for delivery based within the community is to be discussed at the next HANA meeting in August 2020.

Hull University lead by Dr Martin Hickson started to map ESOL provision across the City with completion date of September 2020. The completion date has been extended and the changing environment due to COVID will be detailed in the report as this has had and will continue to have an impact on access and availability of provision. It was anticipated that the mapping would identify funding sources, benchmark the qualification of teaching staff and

4.1.4 Reclaiming public places to meet the needs of the community.

Romney Gardens Sheltered Housing Scheme: Plans were underway to reduce elderly isolation. The objective was to develop services that would benefit residents in the area are:

- Referrals to the Jean Bishop Centre
- Telephone health care/GP links
- On site health offers including physiotherapy
- Social integration for those elderly residents from a BME background
- Coffee Mornings and Luncheon Clubs that can also be used to provide services/information from other services.

An informal lunch for the residents during March 2020 had to be postponed due to the current COVID 19 pandemic and lockdown restrictions. However residents have been supported by the 300307 response and volunteers have provided food parcels, support with accessing medication and any other needs that have arisen during the lockdown period.

4.1.5 Participatory Appraisal Training

Hull CCG has provided funding to deliver Participatory Appraisal (PA) training. The PA training will be undertaken with community members to identify ways in

which public spaces and community facilities can be reclaimed and used more effectively by all members of the community.

The PA training was due to commence in March 2020 with the first area of focus in and around Sculcoates Lane followed by Waterloo Street and Spring Bank North again unfortunately due the COVID 19 pandemic and lockdown restrictions it was not possible to offer community representatives this training or Active Citizenship training.

Due to the nature of the training for example group work and face to face research Government restrictions is it unlikely that the training will be delivered in 2020. IT solutions have been investigated as an alternative this was not built into the original budget as it is costly and it is felt that we would not achieve the desired outcomes of the project.

Preliminary ground work had already begun prior to the March 2020 by the project team to build relationships with the community and gain trust with.

- Community Networks
- Tenant Associations
- Resident Associations
- Community Groups i.e. Community Diggers, Active Citizens
- Community Centre Volunteers
- BME representatives
- Residents who have an interest in the area,

4.1.6 Task and Finish- Re-establish place based focus groups.

The project team held an initial discussion with HANA about setting up a Task and Finish group to investigate how to develop locally based community groups focusing on improving community integration and cohesion. However, this work is now been commissioned to Forum by Hull City Council. The development of the strategy has been funded by the Ministry of Housing and Local Government (MHCLG). The project commenced at the beginning of September 2020.

5. Funding and Governance

- 5.1** Lead officers were identified at the commencement of the project by the Project Board and are being funded jointly by Humberside Police, Hull CCG and Hull City Council for a two years fixed term period. Two additional fixed term posts have been funded from April 2020. Governance for the project sits with the Hull Place Based Board, a reporting framework was agreed by the Project Board on the 30th January 2020.

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Officer Interests - None
Background Documents - None

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