One Trafford Response
Trafford’s Place-Based Working model

Health Scrutiny Board
June 2018
Our Purpose from a Citizen’s Perspective

Work with me to support myself and live as well as I can
Our Operating Principles

- Doing What Matters
  Focusing on the aspirations and personal outcomes of those we work with and the essential activities to achieve these

- Measuring What We’ve Done
  Evidencing that we are making a difference through hard and soft evaluation

- Testing, Learning and Adapting
  Improving the effectiveness of the work we do and overcoming obstacles

- Recognising and Pulling in Everyone’s Strengths
  Maximising the collective assets of citizens, employees and the community

One Trafford Response - Purpose: Work with me to support myself and live as well as I can
Establishment of a single ‘Intelligent Commissioning’ Function
Integration of Health and Social Care Provision and Delivery
New models of Primary Care
Complex Care Villages

Optimisation of the Trafford Coordination Centre

Public Health Initiatives
Multi agency processes
New models of social care
Placed based pilot

Guiding Principles
- 7 day access to treatment and care
- Enabling people to retain their independence
- Ability to access the right information at the right time
- Promotion and encouragement of self-reliance
- Delivery of a sustainable health and social care economy
- Deflection of activity from inappropriate resources

Fundamental Foundations: Workforce strategy, Comms & Engagement strategy, ICT Integration, Back Office Arrangements, Info. Governance, One Trafford Estate
“We will have a single health and social care offer to support the health and wellbeing of the people of Trafford”
Our Animated Story Board

https://goanimate.com/videos/0i_qAWwWy8N8

https://youtu.be/8b0iow2I9k

One-Trafford-Response-V8-0i_qAWwWy8N8_beta.mp4
Working in the OTR way June 2017 to date
Case discussion

Preventative / Targeted
Multiple concerns / Needs
Complex / Intensive
Universal Services

Family / Individual

Statutory Services
Complex / Intensive
Multiple concerns / Needs
Preventative / Targeted
Universal Services

Youth Offending Service
Pennine
GM Police
N WAS
Trafford Domestic Abuse
Adult’s Social Care
Mental Health
GM Fire & Rescue
HOST
Trafford Housing Trust
VCSE
Children’s Social Work
Education and Skills

Multi Agency Peer Discussion

Case Worker
125 further impacting issues identified upon engagements with the residents
One Trafford Response - Purpose: Work with me to support myself and live as well as I can
Agencies are not fully implementing a whole family approach.

GP Surgery charging £30 for a DWP at home assessment.

Missed appointment with CMHT and they have changed their criteria.

Lack of suitable housing stock.

Homelessness decisions seem to be made in isolation and not as a multi agency approach.

One Trafford Response Recorded Blockages:

Let's find the key!
• Working together changes behaviours and attitudes, you gain a better understanding of service constraints
• Working together reduces referrals as we can obtain advice and guidance quickly
• We are now able to make appropriate referrals at the right level ensuring service user engagement
• Place based approach is now allowing agencies to be more reflective in identifying blockages and be more proactive in tackling at an individual/local level
• Identified some key themes to build into the mandatory and enhanced training
• Workforce are being more creative in meeting the service users aspirations
Place Based working.. So what is it?

• A way of co-ordinating activity to support individuals & families where more than one agency/service needs to be involved
• Weekly multi-agency discussions around cases in a place (north Trafford)
• Info sharing to get a fuller picture of the household quickly and effectively
• Deciding which service is best placed to case manage
• Developing support based on the service user’s aspirations and what we collectively know
• Holding the case until ready to step down
• Pulling in the support and services needed
• Making good use of community and family assets
• Ongoing multi-agency peer support

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One Trafford Response - upscale plans 2018

Never intended to be a separate team that staff were seconded to

It is a model - new ways of working across the public and VCSE sector in a place

It is all about workforce development at all levels
Place Based working.. Who is it for?

- Any staff from any service who hold cases and work with individuals and families in Trafford (case managers) Starting in the north
- Their line managers and their leaders
- Specialist services who may get pulled in to support case managers
- VCSE offering local assets which can assist
- Everybody in public service in Trafford needs to understand the approach
The Trafford Way training framework
#Traffordway support suite

Will be made up of 3 tiers of support:

**Tier 1**
- Joint Place Based induction and training
  - All workers, all organisations across Trafford

**Tier 2**
- Core skills, Mandatory modules, systems and leadership support
  - Workers and leaders in the place based model

**Tier 3**
- Specific training on asset based tools
  - Relevant workers, as tools become embedded
**Proposed New Delivery Model**

- **All Age Front Door**
  - Adult (AST)
  - Children (MARAT)
  - Log case details on EHM/LCS/LAS

- **Safeguarding Concerns Exist Adults**
  - LAS

- **Safeguarding Concerns Exist Children**
  - LCS

- **No Initial Safeguarding Concern**
  - Early Help Triage
  - To handed back to the referrer with advice and guidance
  - North Early Help Panel
  - Further Info Required
    - Referrer to present to the Early Help Panel
    - Further Information provided causes case to meet safeguarding criteria
    - The EH Panels will consider how best to support the referring agency to work with the family or individual using community, Universal, VCSE and specialisrt services.

- **Case co-ordinator confirmed and multiagency support to be wrapped around the case holder.**
#LEADERSINGM- The PBChallenge

Trafford’s Challenge:
Preventing homelessness, providing suitable emergency accommodation and reducing evictions.

Need to:
• Understand data and the root causes to being homeless.
• Stakeholders, voice of the community and services users
• Understand interdependencies and potential implications
• Research what others are doing
#LEADERSINGM- The PBChallenge

Nominations from:

Irwell valley  CAB
GMFRS        Public health
NWAS         GM Health and Social Care Partnership
GMP          DWP
CRC          Trafford Housing Trust
Great Places  HOST
TDAS         GP
Council – Children’s, Exchequer, Housing, Partnership, Housing

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Next steps

• Promote agile working from the Limelight Centre, Old Trafford
• Recruit a Communication and Marketing Manager
• Undertaking a cost benefits analysis
• Roll out the workforce development offer
• Phased approach to implementing an All Age Front Door
• Continue to understand blockages and issues
Any questions?