

One Trafford Response Trafford's Place-Based Working model

Health Scrutiny Board
June 2018



One Trafford Response - Purpose: *Work with me to support myself and live as well as I can*

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

Locality Plan Transformation Pillars

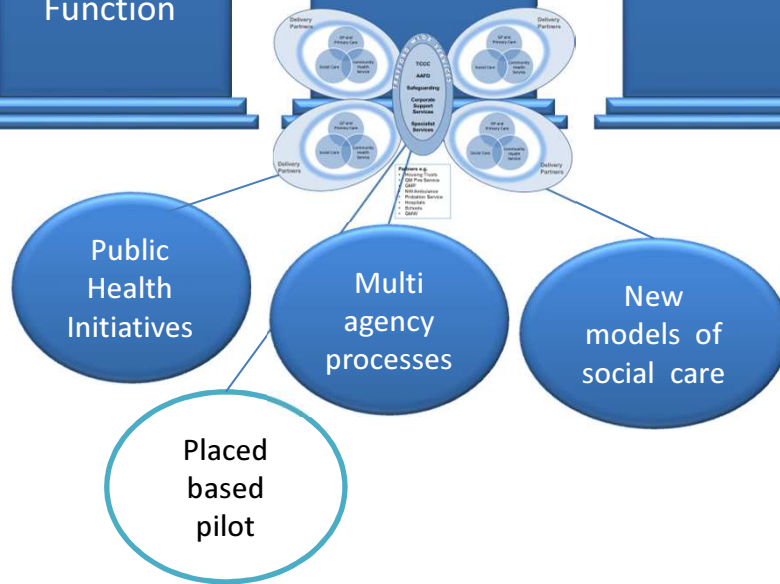
Optimisation of the Trafford Co-ordination Centre

Establishment of a single 'Intelligent Commissioning' Function

Integration of Health and Social Care Provision and Delivery

New models of Primary Care

Complex Care Villages



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

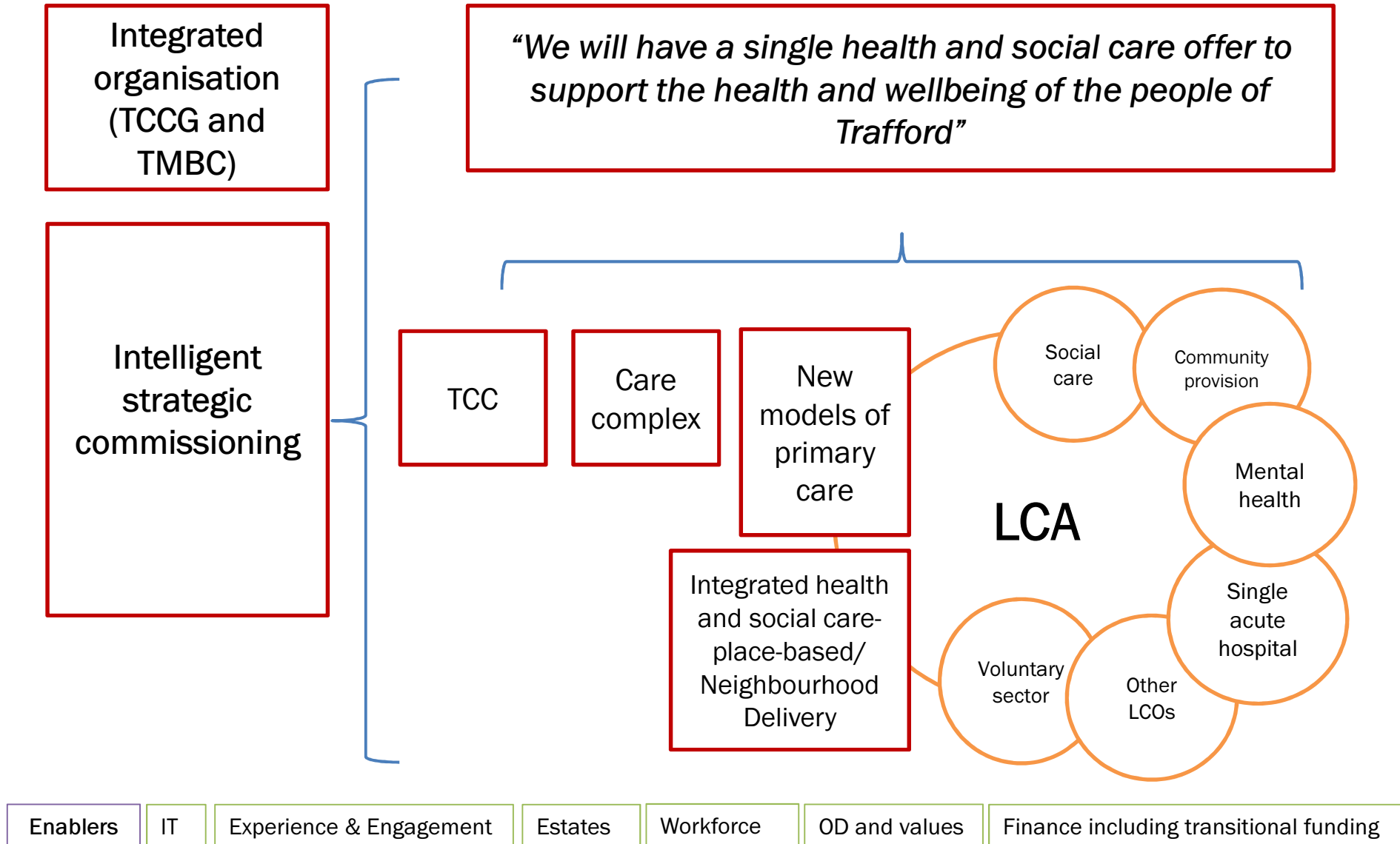
ICT Integration

Back Office Arrangements

Info. Governance

One Trafford Estate

Health & Social Care Transformation 2018



Our Animated Story Board

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

<https://youtu.be/8b0iow2IE9k>

[One-Trafford-Response-V8-0i_qAWwWy8N8_beta.mp4](#)



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Trafford Partnership

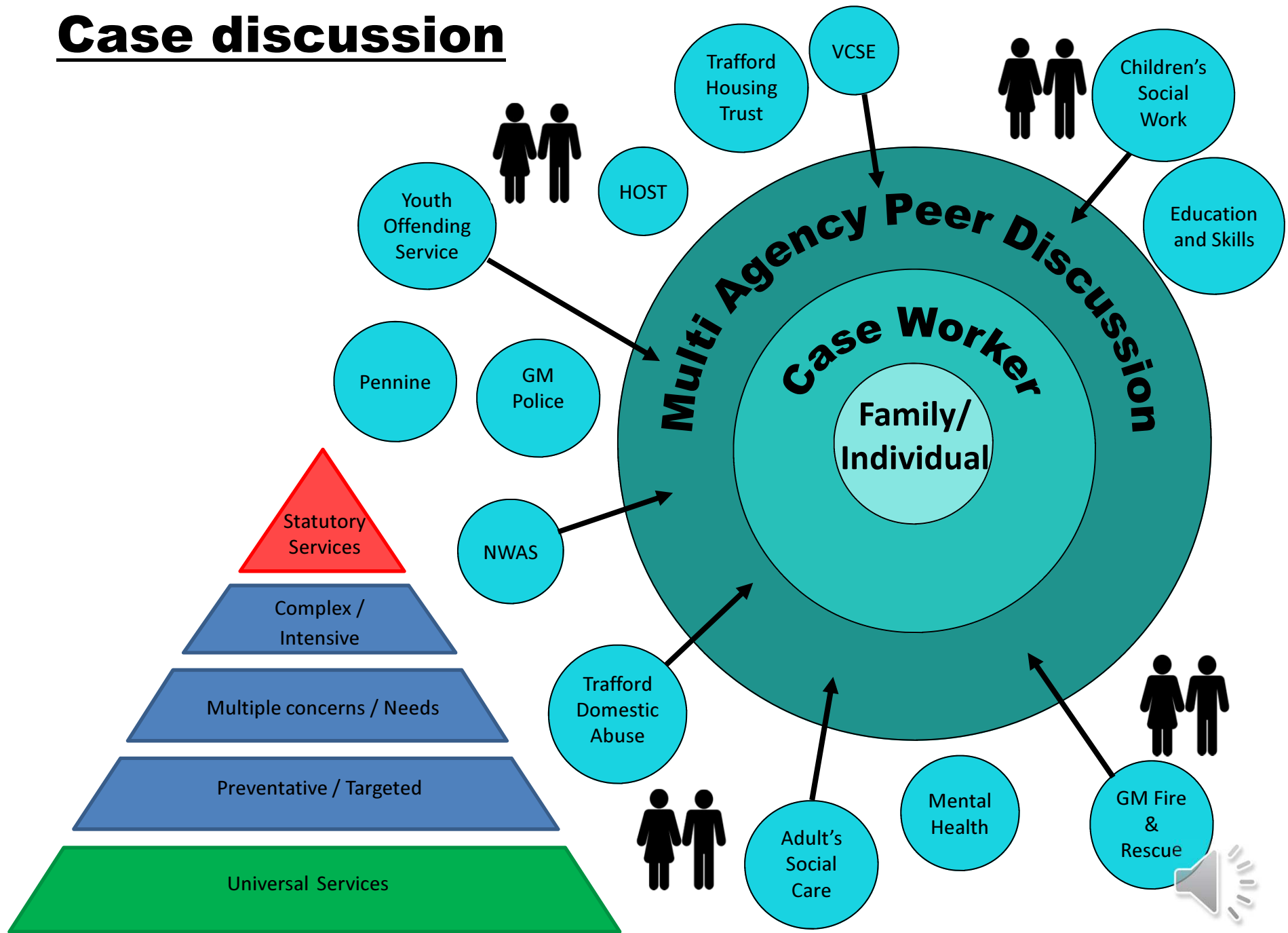
Working together for you

Working in the OTR way June 2017 to date

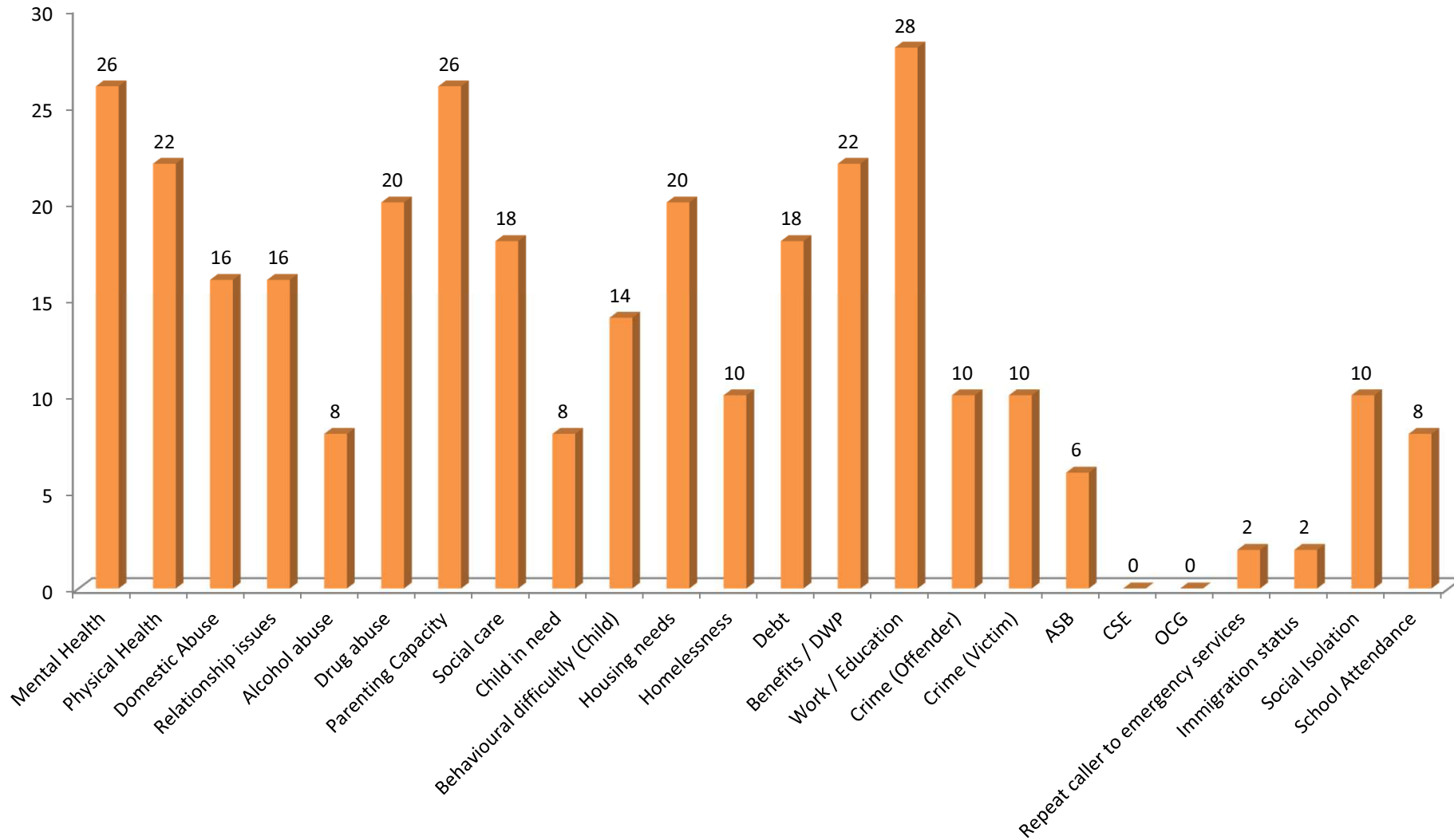


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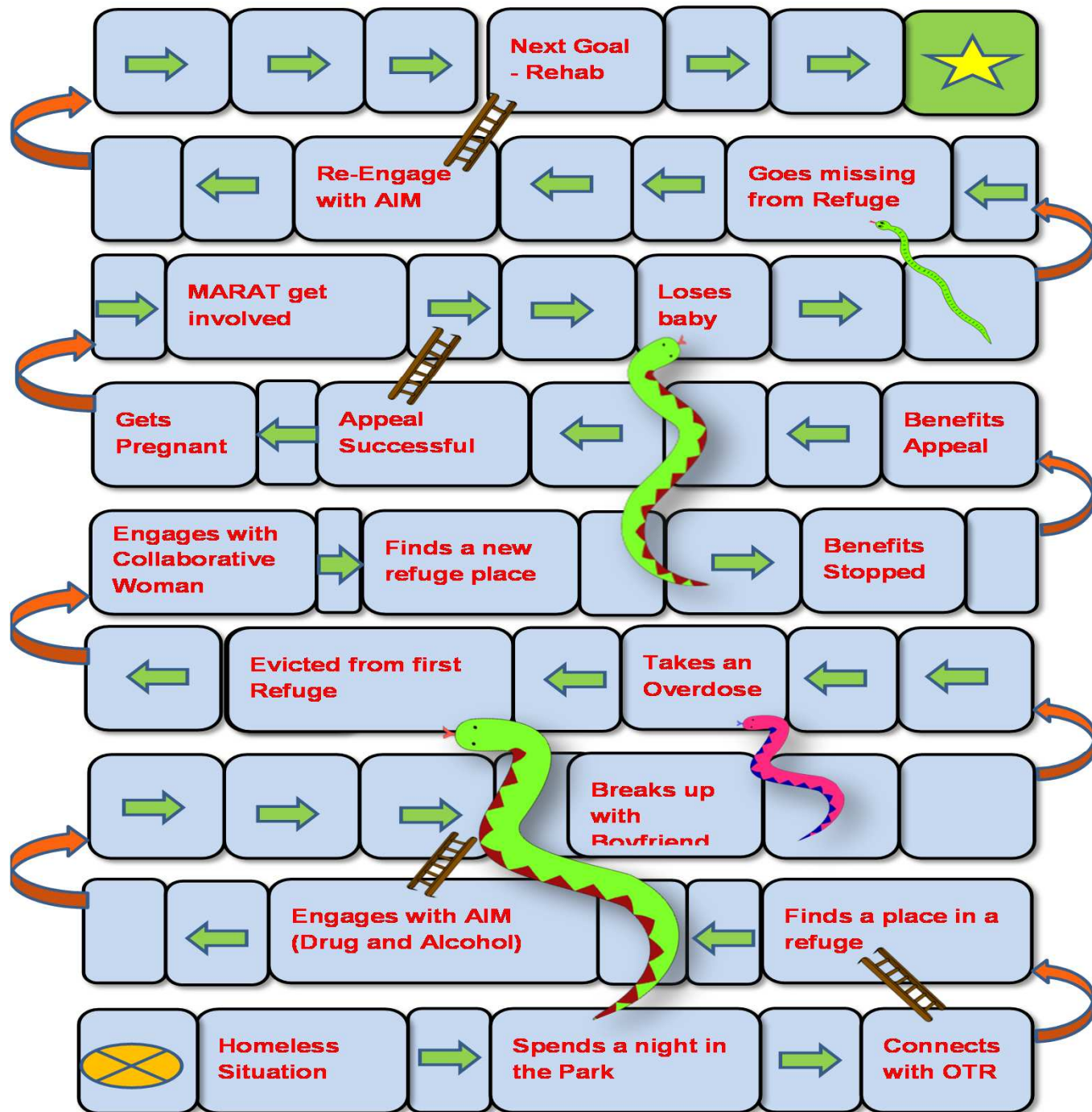
Case discussion

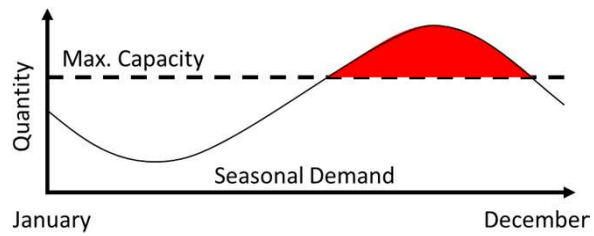


ONE TRAFFORD RESPONSE RECORDED ISSUES



125 further impacting issues identified upon engagements with the residents

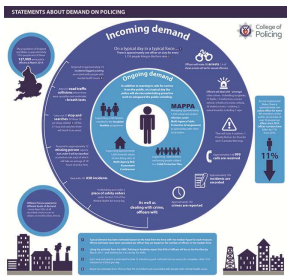




Seasonal demand



Social Media

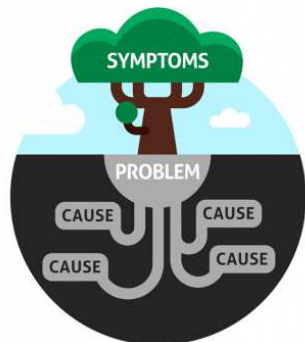


Policing demand

PLACE



Understanding place



Root Cause problem solving



Building relationships



One Trafford Response - Purpose: *Work with me to support myself and live as well as I can*

ONE TRAFFORD RESPONSE RECORDED BLOCKAGES

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

Lets find the key!

Lack of suitable housing stock

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

ONE TRAFFORD RESPONSE LEARNING



- 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

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

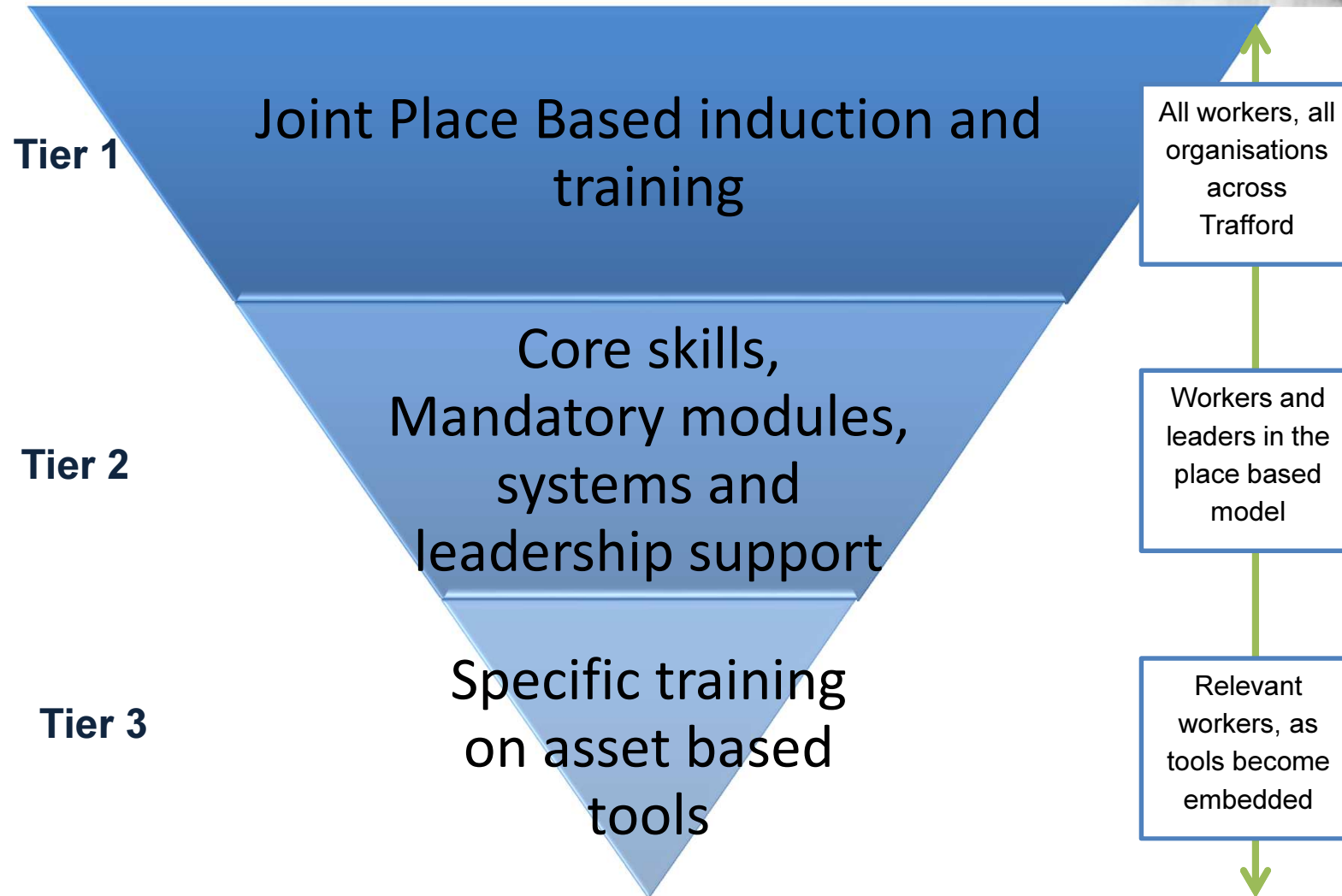
The Trafford Way training framework

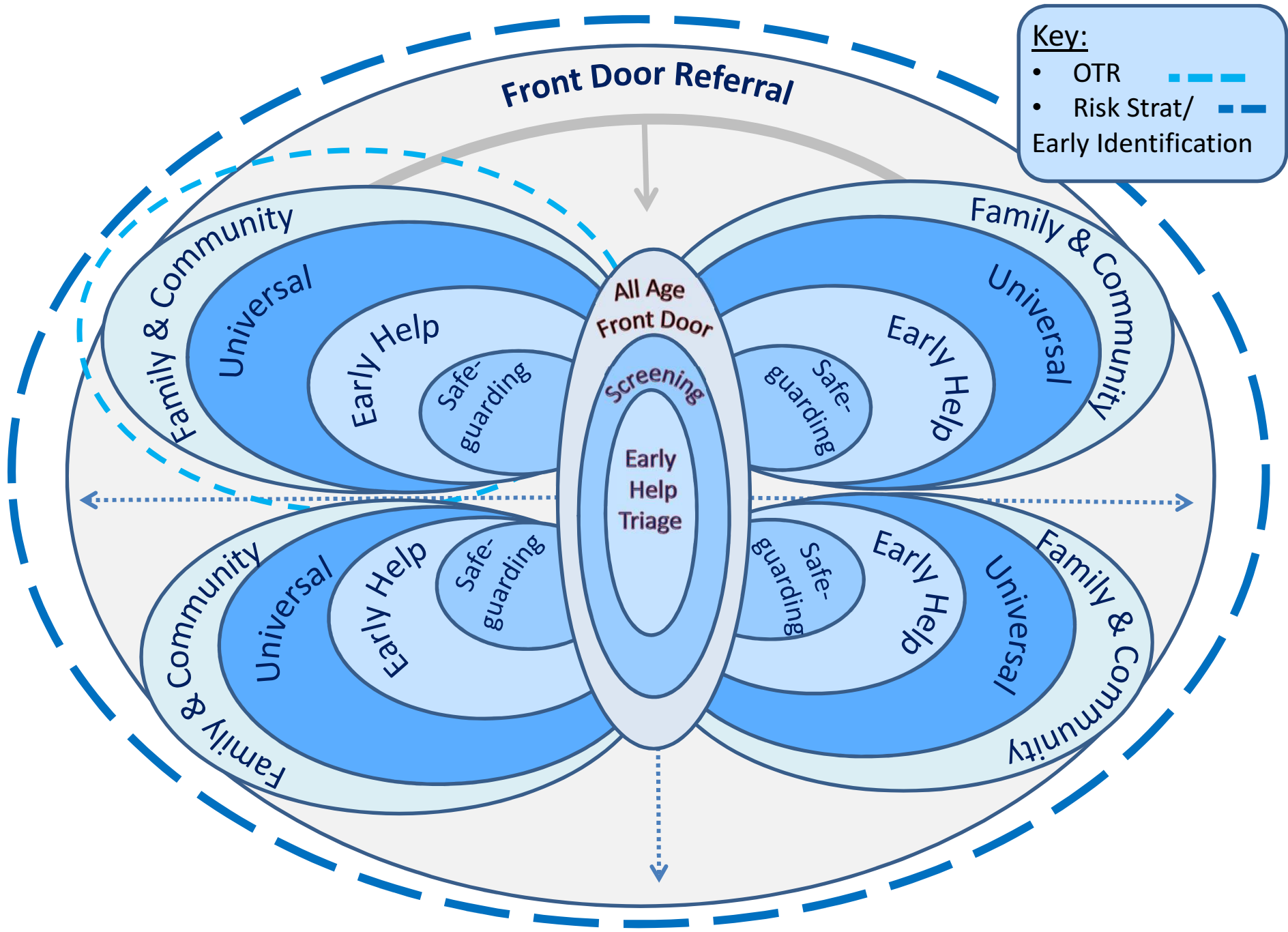


#Traffordway support suite



Will be made up of 3 tiers of support:

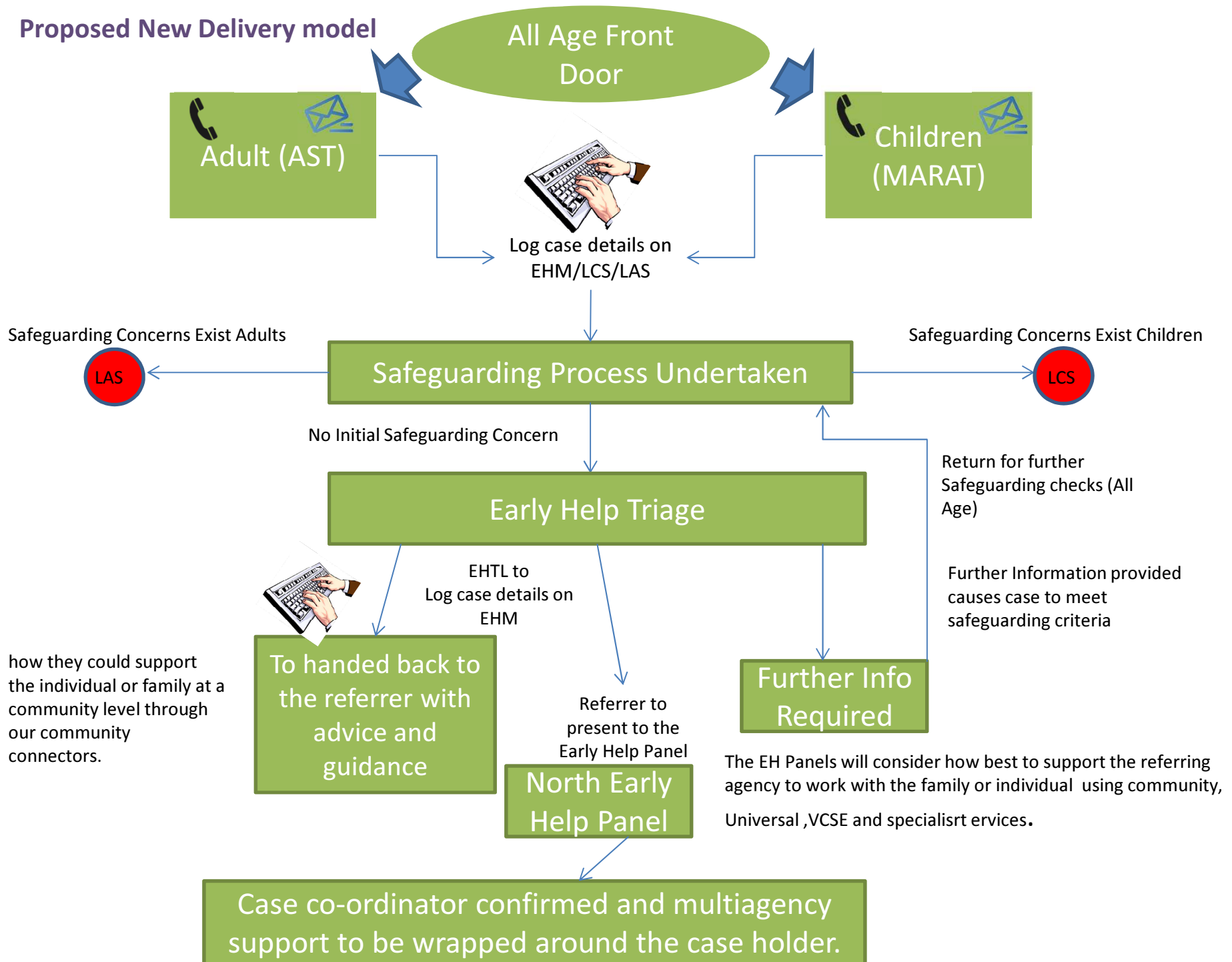




Key:

- OTR - - - -
- Risk Strat/ Early Identification - - - -

Proposed New Delivery model



#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



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
?