

REPORT TO THE WARWICKSHIRE HEALTH & WELLBEING BOARD
ACTIVITIES BY RUGBY BOROUGH COUNCIL FOR 2015/16

1. PROMOTING INDEPENDENCE

- We continued investing in the homes that we own. In doing so, we:
 - ✓ Completed 96 minor adaptations without the intervention of an occupational therapist. All of these were done within 7 days of being requested
 - ✓ Carried out multiple major adaptations to 2 properties
 - ✓ Did a further 34 other adaptations, installing such as ramps and hand rails
 - ✓ Installed 18 level access showers – creating safer bathing facilities for disabled residents
 - ✓ Carried out window and door replacements on 1249 properties - improving their energy performance and cutting down fuel bills
 - ✓ Installed 119 new kitchens
 - ✓ Converted 83 properties from electricity to gas (giving tenants more controllable heating and cheaper bills)
 - ✓ Replaced 40 older boilers with new and more efficient ones

- We continued to provide advice, support and information for the Polish Community so that people can access services. Activities included the creation of an information leaflet on Substance Misuse Support Services in Rugby (in both English and Polish) and another for a Polish AA group to promote their services to the Polish Community. We also produced information leaflets, in Polish, to help people access wider support services as well as English classes in the borough. Since 2014 we have also been running a weekly drop-in at the Rugby Library to help members of the community access a range of services including health services.

- We supported Public Health Warwickshire in developing a change tool, aimed at improving healthy living and enable people to stay in their homes longer. This will shortly be piloted amongst some of our sheltered housing schemes.

- In February 2016, Cabinet approved the report *Promoting Independent Living* which was produced as part of the scrutiny review topic. One of the recommendations was to extend the dementia training, which had started in 2014, to all frontline staff and councillors as part of the *Dementia Friendly Communities scheme*. We are also an active member of the local Coventry & Warwickshire Dementia Active Alliance, and have two members of staff who are qualified as Dementia Friends Champions.

- We continued to support our tenants to live independently in their homes, and where necessary, we offered bespoke support to help improve personal budgeting, resolve debt issues and improve life-skills (for example cooking healthy meals on a budget and keeping themselves and their homes clean and tidy). Where appropriate, we have also facilitated applications for grants / funds

from charities and other agencies to help tenants reduce debt and obtain white goods, carpets and similar

- We continue to have a contract with Orbit Care and Repair to carry out Disabled Facilities Grants and handyman services throughout the borough
- We work closely with people living in residential caravan sites, ensuring minimum standards for health, essential fire safety control, and ability to access basic welfare amenities e.g. water, heat
- Through our Bereavement Services we offer support for individuals and families at stressful periods, seeking to reduce the mental health impact from loss of loved ones in a wide variety of ways such as meeting particular culture needs, memorialisation etc.
- We also continue to carry out medical assessments of how peoples housing circumstances impact on their health. This helps to prioritise housing need should the applicant be eligible to join the housing waiting list for a move to a more suitable home.
- We run a range of sheltered housing schemes for older residents in the borough. Wardens visit tenants on a regular basis to see if they are well, encourage them to attend activities in the communal areas of a scheme, take part in day trips, holidays organised by the residents, parties, events, etc. They refer residents to other agencies for assistance if they notice there is a decline in health or an increased need for support. Activities provided vary from site to site, but examples include on site include bingo, coffee mornings, knit and natter. Residents are encouraged to take part as this reduces isolation and assists in their living independently.
- In some sheltered housing schemes, residents have formed their own groups which are open to all residents, for example bridge, cooking or gardening clubs. At one scheme, residents take turns in cooking and they have enjoyed cooking from all around the world as a result.
- The Lifeline service – is operated via the council’s control centre (which is open 24 hours for 365 days a year) and provides an emergency call service to all residents in sheltered housing and subscribing residents in the private sector. It gives people peace of mind in that they can call assistance in an emergency by pressing a button for a response.
- We participated in a pilot of the HNS *Tough Books* scheme, whereby when a warden goes out to an emergency call they can connect to a contact centre in Yorkshire, manned by nurses, who can see the person through the device and diagnose whether they need to go to hospital or not. Unfortunately, there has been a signal problem in our area and so the pilot is currently under review.
- We have created Viaduct Cycleway and other networks to promote healthy cycling and walking. This combined with reducing the risk of “Killed or Serious Injury” events help to improve road safety.

- We promote healthy lifestyles through a whole range of activities including promoting healthy eating by creating community growing beds on our green spaces, encouraging volunteering in our green spaces, the provision of free green gyms on open spaces, providing quality parks, providing stimulating and challenging play areas for children and young people, as well as the provision of a range of sports facilities.
- In terms of supporting our own staff in the workplace we:
 - ✓ identified and implemented changes to the remote and mobile working infrastructure to facilitate flexible working
 - ✓ Continue to promote health and wellbeing activities to staff, culminating in a hugely successful employee well-being week, which took place in January 2016
 - ✓ Facilitate flexible working requests, where appropriate, including periodic working from home, which has proved helpful for staff with reduced immune function
 - ✓ All staff undergo DSE assessments with each workstation move and where appropriate, occupational health are involved to provide additional advice.
 - ✓ Have made alterations to the working environment to assist partially sighted staff, including raised high contrast guidelines in the carpet.

2. COMMUNITY RESILIENCE

- We continued to provide a broad range of services to support community resilience and improved quality of life for residents in the borough – for example (but not exclusively) through air quality, pollution and contaminated land activities, control of infectious diseases, tackling ASB, graffiti and vermin, improving private-sector housing conditions, licensing and work to prevent accidents in the home and in the workplace, and tackling illegal encampments within the borough.
- We have started working with the residents of our Gypsy and Traveller site at Woodside Park in Ryton-on-Dunsmore in terms of improving community cohesion between the English and Irish communities living on site
- We also improved housing conditions on the site by:
 - ✓ refurbishing the amenity blocks of the 12 council owned pitches
 - ✓ building another 6 pitches on the site to help meet the housing needs of the community.

This work was funded by a grant from the Homes and Communities Agency.

- We have facilitated further work between the residents and Act on Energy to ensure that they are able to access the best energy tariffs available to them and also, where appropriate, to claim the Warm Homes Discount. Further follow up work is planned for 2016/17.
- We introduced a new Private Sector Housing Strategy for 2015-17. The priorities are to improve the quality of the private sector and improve access for households to live in private-sector properties. Sitting under these are 4 themes: bringing empty homes back into use, improving private-sector housing conditions (both private-rented and owner-occupied), working more closely with private-sector landlords and increased support and housing options for potentially vulnerable home-owners and tenants.
- The Local Strategic Partnership developed a new *Regeneration Strategy* for the borough, which was endorsed by RBC in January 2016. The strategy is based on the themes of wellbeing, employment, education and financial Inclusion and is targeted toward our more deprived neighbourhoods
- Our flood alleviation works have helped to reduce anxiety for residents as well as reducing the risk of water borne infections from sewerage discharges
- During 2015/16, we allocated £122,500 to support the work of local charities in the borough – Age Concern; Rugby CAB; Warwickshire CAVA; the Rugby Credit Union and the Rugby Foodbank
- We allocated a further £37,500 to support the community associations, operating in our five most deprived neighbourhoods. They provide vital community based services, for example job clubs.
- We supported 40 grant applications, totalling £72,000, to community based organisations to support local projects.

3. INTEGRATION AND WORKING TOGETHER

- We have worked with partners across the county in terms of supporting the Common Assessment Framework, the Priority Families Project, Safeguarding and Child Protection. This has helped to ensure that families can receive a broad range of appropriate support and interventions from various agencies.
- The Rugby Community Safety Partnership continues to be a major contributor to tackling issues around drugs, violence and the prevention and management of domestic abuse situations.
- We have led by example, in terms of looking to reduce our carbon footprint and lessen the impact of our activities on the environment – we are now running Euro 6 Engines on our fleet and

exploring other less/non-polluting vehicles for the future. We have also invested in software for our refuse collection service to reduce the mileage we travel.

- We have a contract with Act on Energy (AonE) for the provision of energy advice services to residents in the borough. This includes helping qualifying people to access loft and cavity wall replacements and grants for boiler repairs and replacements. During the early part of 2016 we jointly carried out a targeted campaign in the Benn Ward of Rugby to promote the potential for residents to qualify for subsidised improvements to their homes via Eon.
- Our customer advisers have received training from AonE, and are confident in referring people to them to benefit from their services. This helps to make homes more sustainable, reduce carbon emissions and tackle fuel poverty. This contributes to making homes warmer and healthier, with reduced bills and the reduced likelihood of winter deaths.
- We have also facilitated AonE hosting affordable warmth promotions through doctors surgeries, to coincide with flu jab campaigns, therefore targeting people most vulnerable to cold-related illnesses.
- We were commissioned by Public Health Warwickshire to deliver *Change Makers* to families in Warwickshire from June 2015 to 2017. The aim of Change Makers is to halt the rising prevalence of childhood obesity across the entire county by implementing evidence based family weight management courses. For nine weeks a Family Lifestyle Advisor leads an 1.5 hour session with 45 minutes covering nutritional topics such as breakfast, lunchboxes, portion sizes and food labelling, whilst the remaining 45 minutes is centred on trying a wide variety of sports and playground activities.
- During 2015-2016 the Family Weight Management Team hosted 30 x nine-week programmes across Warwickshire with 140 children and 106 adults completing a course.
- We have worked with a wide range of organisations and local sport clubs such as Warwickshire Wildlife Trust and the Adult Community Learning Services to encourage the preparation of healthy food – for example date muffins and healthy pitta pizzas.
- We have worked closely with partners to make a number of Town Centre improvements to ensure that we have attractive streets and public spaces which encourage people to walk and play.
- During 2015/16 Child protection training was cascaded to all front line staff and Members
- 80% of taxi drivers within the borough have been given awareness training in respect of Child Sexual Exploitation (with a further course planned). This training will become compulsory as part of the process for obtaining a licence. A similar course has been run for hotel employees.

- We supported Warwickshire Public Health by administering their grant pot of £10,000 for local community based projects