

Lancashire Wellbeing Service

Stakeholder Update – 25th August 2015

Getting ready to open on 1st September

The new service provider consortium is working hard to open on Tuesday 1st September, as planned. They are setting up systems and training staff teams, drawing on the specialisms of each partner to provide a comprehensive mix of training.

Because of the short implementation timescale, the service will open at reduced capacity and will gradually expand during September and October as more staff join. Response times for some service users may therefore be longer than 48 hours during this initial period, but will be kept to a minimum.

Many stakeholders have been in touch with requests for information and for meetings with the providers about the new service. The providers are keen to engage with everyone, especially potential referral agencies, but it will be some time before it is possible to respond to all the requests. The service providers will reach out to make contacts across Lancashire; these connections are a fundamental aspect of the service that will enable successful co-production, development and improvement of the service, as it moves forward.

Referral form for all agencies

Along with this update you should receive the e-referral form for the Lancashire Wellbeing Service, which includes information about eligibility criteria. Where possible, all referrals should be made by completing the e-form and emailing it to the Triage Team at the address shown. As the form will contain personal information, the referral email should be secure or encrypted.

Queries about e-referrals or, when it is not possible to complete a referral form, verbal referrals, can be made to the Triage Team phone number also shown on the form.

Referrals and queries cannot be accepted until 1st September, when the secure email address and telephone line will go live.

The service will not have a dedicated website, but information about the service and how to make contact, will be listed on the three individual partner organisation websites.

Staffing Structures

The three partner organisations – Age Concern Central Lancashire, n-compass Northwest Ltd and Richmond Fellowship – are working together on this programme, adopting their own integrated approach to delivery. This applies at all levels, from staff on the front line to the three Area Coordinators. This will make the most of the relative strengths and experiences of the three partners and will provide quality and parity of service across the county.

Across the county, there will be eight teams of Wellbeing Workers, each led by a Consortium Supervisor: two in North Lancashire and three each in Central and East Lancashire. The Wellbeing Worker positions in each team will be staffed, in equal proportions, by each of the partner organisations, who will also staff the Supervisor and other positions equally.

There are dedicated posts for Partnership Engagement Workers and Community Development Workers in each of the three areas. The Triage Team, reporting to the Area Coordinator (North), supports all areas across the county and is staffed by Triage Workers. Trained volunteers will support the paid staff in each team, recruited and initially supported by a Volunteer Coordinator. The number of volunteers will gradually increase.

The service will also implement peer mentorship schemes throughout the life of the contract, to build community capacity and resilience where such provision is needed but does not currently exist.

The Area Coordinators oversee activity in each of the three areas of the county. Together they form the operational management board, responsible for the joint management of the programme. They will be accountable to the Joint Leadership Board, comprising senior staff from the three partner organisations.

Help Direct

The Help Direct service comes to an end this week. To avoid confusion we would therefore be grateful if you could remove and dispose of any Help Direct promotional materials.

For more information

If you have any queries or need further information please do get in touch. Or if you know anyone who would benefit from getting this update please let us know.

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