

**REPORT FROM:** PRINCIPAL POLICY OFFICER  
**TO:** HEALTH & SOCIAL CARE PANEL  
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**Report Author:** Gill Dickson  
**Tel. No:** Ext. 1361  
**E-mail:** Gill.dickson@pendle.gov.uk

## COMMUNITY CONNECTORS SCHEME

### PURPOSE OF REPORT

To inform the Panel of 2017/18 progress of Pendle's Community Connectors scheme.

### RECOMMENDATIONS

To note 2017/18 progress of Pendle's Community Connectors.

### REASONS FOR RECOMMENDATIONS

To recognise the value and contribution of this social prescribing initiative in improving the health and wellbeing of vulnerable adults in Pendle.

### ISSUE

Under the Council's former governance arrangements, a Health and Social Care Scrutiny Panel monitored the services offered by both health and social care service providers.

As the Scrutiny Panel is no longer in operation, it has fallen to the newly formed Health and Social Care Panel to pick up any outstanding issues, providing that they fall within its remit.

At its final meeting, the former Scrutiny Panel asked that an update on the Community Connectors Scheme (formerly known as Community Navigators) be submitted to the new Health and Social Care Panel for information.

An update is provided as follows:

With funding top sliced from the East Lancashire Clinical Commissioning Group (ELCCG) Social Prescribing Fund, this initiative commenced in June 2016 and is administered by Burnley, Pendle & Rossendale Council for Voluntary Service (CVS). It is currently funded by the ELCCG until June 2019.

It supports those with low level mental health needs who are frequently accessing the health service with social rather than medical needs. It was initially established to relieve pressure on Primary Care. Although this is still the focus, it now takes referrals from other agencies, along with self-referrals, given the unanticipated demand for this service from individuals and other agencies.

## **2017/18 Progress**

Although out of the 3 localities, Pendle had the highest number of active clients at 176, we had the lowest number of new clients (78 compared to 104 and 109 for Burnley and Rossendale respectively). Through discussions with Pendle's Co-ordinator, it appears that this is because a higher number of Pendle clients have more complex needs and hence retain longer term involvement with the project than those in Rossendale or Burnley.

Pendle currently has one dedicated Community Connector Co-ordinator (20 hours per week) but CVS is in the process of recruiting a Pendle Outreach Worker (20 hours per week) to provide additional support. There is currently a 4 week waiting list for the service but it is hoped that this will be reduced once the Outreach Worker is in post.

The project delivered a total of 829 hours of support in Pendle, with the hours significantly increasing throughout the year (Qtr 1 saw just 72 hours of support delivered, compared to 326 in Qtr 4).

Although there are similarities with the Lancashire County Council (LCC) commissioned Lancashire Wellbeing Service (LWS), which also delivers low level support, the Community Connector project is able to provide more on-going support (LWS interventions are time limited) and is more visible in the Primary Care setting. The 2 services complement each other well; they have been known to make referrals into the other organisation, depending on the circumstances of the case.

There were 8 Community Connector volunteers last year, of which there are now 6. The volunteers work closely with the Co-ordinators, providing much of the day-to-day support for the clients.

CVS is currently appointing a part time Volunteer Co-ordinator to recruit, train and support volunteers who work within CVS projects. This will include the Community Connector project, alleviating pressure on the Co-ordinator to recruit and support volunteers.

The programme has strong links with Pendle's Transforming Lives Panel and the 2 ELCCG Integrated Neighbourhood Teams. The Co-ordinator is involved in both, ensuring seamless referral pathways and coordinated multi-agency responses for the more complex cases.