

Initial Outcome Proposal to the East Suffolk Community Partnership Board - FY2021/22

(Stage 1 Proposal)

1. Key outcome(s)

The project targets intensive support to 30 individuals, most of whom will have multiple outcomes. For those same 30 individuals/households, funding is available during the 12 months of the project to tackle severe self-neglect and hoarding behaviours and support to implement life-changing actions, including the following:

- 30 action plans developed to support each individual
- 30 homes decluttered
- 30 homes deep cleaned
- 10 individuals (estimated) living in private rented accommodation supported to maintain tenancies
- 30 individuals supported for up to 12 months as necessary to reduce the chance of behavioural relapse

In addition, for the same 30 individuals and also for other individuals (up to 20) who don't meet the threshold for full support but are exhibiting hoarding and self-neglect behaviours, onward referrals will be made to other agencies providing help/support, including Adult & Community Services, Fire service, mental health support, furniture project, minor works grants, energy efficiency grants, income maximisation support and energy switching, some of which will involve individuals who do not need the intense support this project requires but can be supported by other agencies.

2. How has the need been identified?

In 2019/20 East Suffolk Council successfully bid for funding to support private tenants exhibiting self-neglect and hoarding behaviours, with clearance, cleaning and ongoing social support. This pilot was intended to run for just three months but was impacted by the pandemic and actually ran for 18 months. One of the significant findings of the study was that there were a significant number of individuals whose hoarding behaviour was severe and whose living conditions were completely squalid and insanitary. These individuals were suffering from complex mental health conditions and needed long term help which was not available in the intensive and prolonged manner to make a difference. This pilot was able to make a physical difference but so much more is needed to support mental health healing and life changing support.

3. Who will benefit from the outcomes?

- Partner agencies including health, housing and social services as well as service recipients, in having a more holistic support service that will lead to long term improvements in living conditions, mental health and wellbeing, social connection and a reduced need for statutory services.
- Customers supported in the decluttering and deep cleaning of their properties
- Customers supported to sustain a better home environment with an individual bespoke co-produced action plan
- Development of a sustainable upcycled furniture services to benefit all users

- Additional custom for well-being drop-in sessions at Sam's café.
- Customers receiving a better, more appropriate and long-term Mental Health Support via an assigned navigator where appropriate.
- Other agencies who will receive pre-screened referrals for services

4. How will the outcomes(s) be sustained after the funding period (if appropriate)?

There are opportunities for the development from this trial, a community social enterprise, led by Access Community Trust ('ACT') that will provide decluttering and cleaning services and could be self-sustaining in 2 years.

At that stage the Hoarding service would be charged at a commercial rate for customers who can afford to pay. Other customers will be charged a reduced fee based on what grants/allowances can be obtained for them.

ACT plans to:

- a. develop the Hoarding service to include a donated furniture upcycling project within their existing warehouse which will yield an income from selling on furniture
- b. provide a commercial house clearance and rubbish removal service

and has:

- c. a track record in providing work experience for existing clients who are work ready but unable to demonstrate recent relevant work experience. This provision will also help reduce costs.
- d. has strong existing contracts with both Great Yarmouth Borough Council and Breckland DC. Early negotiations are already planned with GYB to explore the provision of a similar service there which would reduce costs to the overall business model.

5. Name of Project/activity that will deliver the outcome(s)

Self-Neglect/Hoarding - Access Community Trust

6. Brief description of the project / activity that will deliver the outcome(s).

A Hoarding Coordinator will work with individuals and families struggling with hoarding behaviour. They will assist in the practical aspects of sorting and removing items and put systems in place to future-proof progress. Supporting up to 30 Clients commencing with an initial assessment and production of action plan to include:

- Clearance
- Waste removal
- Recovery of items of value,
- Document search
- Environmental clean
- Additional therapy via qualified therapists offering CBT, EMDR (Eye Movement Desensitisation and Reprocessing).
- Signposting support
- Introduction to and ongoing access to well-being cafes
- Making applications to other funding sources

The coordinator will be the key worker who remains the main contact and supports the client throughout the journey.

Project / activity 07/21:

END DATE 07/22:

7. Who is involved?

Who is involved in developing this outcome proposal?

Project / activity lead: Teresa Howarth/Private Sector Housing

Who will deliver the project/activity?

Name: Barry Norman

Organisation: Access Community Trust
Barry.Norman@accessct.org

Name of East Suffolk Community Partnerships Board Member supporting the project:

Name: Steve Gallant or Letitia Smith (to be confirmed by Nicole Rickard)

8. Give information about match funding here:

Source of match funding:	Funding confirmed?	Amount (£)
Underspend from MHCLG project due to covid restrictions	Y	30,000
Covid 19 community support	Y	7500

Total project / activity cost	£60000
Total of confirmed match funding	£37500
Total amount of Strategic funding required	£22500

9. Identify where the Community Partnership Board Strategic Budget will be spent:

Description of activity or item (by who and by when where appropriate)	Cost (£)
1.Client support @£1500 for 30 clients including decluttering, cleaning, waste disposal/recycling,	45000
2. Part time hoarding co-ordinator	9000
3.Oncosts and contingency	6000
Total	£60,000

10. How will the project / activity be monitored, and outcomes reported (including project risks)?

Monthly reporting to operational group lead by Vicky Cotterill, Senior Environmental Health Officer, including key performance indicators, and risks.

Quarterly performance review to involve project board members including Barry Norman and Teresa Howarth to identify any key learning to influence remainder of project

Community Partnership Board Member Declaration:

I confirm that I support this proposal:

Name: Letitia Smith

Signature:

Date:

Lead Organisation Declaration:

I am authorised and eligible to sign and approve this proposal on behalf of the lead organisation and declare the information included in this proposal is true and accurate.

By signing below, the information you have supplied is being collected to allow us to process your application. By completing this form, you consent to East Suffolk using your information in this way.

I understand that in the assessment of this proposal the Council may share information contained within it, with other core funders for funding programmes we have applied too, relevant Council directorates and committees. If you do not provide your consent, we will not be able to process this proposal. Your information will not be used for any other purpose unless we obtain your consent. Your information will be retained for 4 years. You can request that your information is deleted at any time.

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Please enter your name below only if you agree to be bound by the terms set out in this form. We will treat this as your signature of the form.

Name: Teresa Howarth

Signature: Teresa Howarth

Date: 25.8.21

Please submit this proposal to the Funding Team at grants@eastsuffolk.gov.uk Hard copies can be submitted and returned to: Funding Team, East Suffolk Council, East Suffolk House, Station Road, Melton, Woodbridge, IP12 1RT.