

MEMORANDUM OF UNDERSTANDING TO EMBED PREVENTION / WELLBEING IN SHROPSHIRE SERVICES

This Memorandum of Understanding is for Housing Services, Affordable Warmth and Fuel Poverty Schemes provided by Shropshire Council to support embedding prevention and wellbeing into services. The embedding of prevention and wellbeing is in line with the Health and Wellbeing Strategy. It provides corporate and Public Health England assurance of delivery of the Shropshire Council statutory responsibilities to deliver public health services to residents of Shropshire.

Memorandum of Understanding between:

SERVICE:	GRANT FUNDING:
Keep Shropshire Warm /HeatSavers	£135,000
MAIN CONTACT:	MAIN CONTACT:
Paul Kelly	Rachel Robinson
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START DATE: 1st April 2019

END DATE: 31st March 2020

PUBLIC HEALTH ENDORSEMENT:

DATE:	18/12/19
NAME:	Rachel Robinson (Susan Lloyd for)
SIGNATURE:	

Paul Kelly (*Keep Shropshire Warm and HeatSavers*) ENDORSEMENT:

DATE:	18/12/19
NAME:	Paul Kelly – Housing Operations Manager
SIGNATURE:	

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REVIEW DATES

December 2020

SERVICE DESCRIPTION

Overview of service and summary of contribution to health and wellbeing (to include background, objectives and targets)

Keep Shropshire Warm (KSW) is Shropshire Council's Affordable Warmth and Energy Advice Service, which is currently delivered in partnership with Marches Energy Agency, to promote energy conservation and energy efficiency in domestic properties.

KSW offers free and impartial advice on:

- Grants and discounts to help finance affordable warmth measures
- Energy efficiency
- A unique referral service to relevant key professionals and community groups who have regular contact with vulnerable households
- Relevant professionals and community groups training to recognise those vulnerable households living in fuel poverty or struggling to afford to heat their homes
- Benefit entitlement checks to enable income maximisation
- Management of local authority grants specific to affordable warmth measures
- Tariffs
- Help for residents in assessing whether an 'offer' is genuine – particularly in relation to door-knocking or cold calling!
- Emergency funding is now available for low income households in a 'no heat' situation due to broken gas central heating systems

HeatSavers was formed in 2011 by Shropshire Council's Housing Services, Public Health, Age UK and Marches Energy Agency (MEA) to provide advice and assistance to vulnerable households in respect of heating and energy efficiency issues.

The HeatSavers scheme includes a range of solutions, which include, supplying temporary radiators and Emergency Heating Grants, delivered by the Private Sector Housing team (PSH). Referrals are received from front line workers who have identified concerns for the health of vulnerable people due to poor housing conditions and a lack of heating.

PSH receive referrals and respond directly to the needs of the household, working with the referring professional or agency. Households will also receive a wide range of housing advice and assistance from Housing Services.

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3. Opportunities to further embed prevention in regulatory services

Opportunities to further embed prevention into Keep Shropshire Warm services are:

1. To further embed wellbeing and prevention into all Keep Shropshire Warm and HeatSavers work practices, services and policies.
2. To embed wellbeing and prevention into practices by embedding knowledge and skills into job descriptions and reviewing during professional appraisal.
3. To enhance practices by requiring staff to maintain and update knowledge and skills in wellbeing and prevention so that staff have knowledge of wellbeing, mental and physical, e.g. Healthy Conversations, Making Every Contact Count + & Mental Health First Aid.
4. To further embed wellbeing and prevention into Keep Shropshire Warm and HeatSavers services by enabling staff to:
 - a. support residents and communities through other integrated health and social care programmes e.g. the social prescribing programme.
5. To further embed wellbeing and prevention into Keep Shropshire Warm and HeatSavers policies. The updates will be in line with the Shropshire Council health impact assessment approach.
6. Measure public health outcomes to determine the impact on residents of the substitutions process.

4. SUMMARY IMPACT EMBEDDING PREVENTION / WELLBEING

The outcome of embedding prevention and wellbeing into Keep Shropshire Warm and HeatSavers services will be to deliver Health and Wellbeing outcomes for the residents of Shropshire¹. Shropshire Health and Wellbeing Board have agreed that prevention and sustainability are priorities:

The following 3 objectives are to be delivered through services

1. Health promotion and resilience
2. Promoting independence at home
3. Promoting easy to access and joined-up care.

PROGRESS MEASURES TO DELIVER EMBEDDED PREVENTION / WELLBEING

(to include outcomes agreed – aligned with Health and Wellbeing Strategy, workforce development, health improvement (mental health, physical health, lifestyle), health protection, wider determinants)

- Quarterly reports on progress and updates related to outputs against outcomes. Outcomes will also measure the extent to which wellbeing and prevention is embedded into the services delivered by teams - through staff development, work practices and policies.
- Quarterly reporting should include progress on work practices, services and policies, financial reporting, and case study information – one case study per year.
- End of year reporting should identify outcomes, where possible mapped to the PH Outcomes (section 6) Framework, along with quarter four and annualised data sets (see above).

¹ Shropshire Council (2016) Shropshire Health and Wellbeing Strategy 2016-2021
<http://www.shropshiretogether.org.uk/wp-content/uploads/2016/05/FINAL-HWBB-Strategy-2016.pdf>

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6.HEALTH & WELLBEING OUTCOMES FOR STAFF AND/OR RESIDENTS

(to include public health outcomes agreed – workforce development, health improvement (mental health, physical health, lifestyle, health protection, wider determinants)

6.1 Service outcomes – national public health outcomes

Outcomes will be measured using:

- 1.17 Fuel poverty - % population
- 1.18 The number of Category 1 Hazards for Excess Cold reduced or eliminated.
- 1.19 The preventative savings to NHS and Society calculated using the Building Research Establishment, Housing Health and Safety Rating System Calculator.

6.2 Service outcomes – local public health outcomes

6.3 Health in All Policy Outcomes

Staff outcomes

Process outcomes:

- 6.: Number of job descriptions updated to embed wellbeing and prevention practices
- 6g: Number of staff completing MECC+ training
- 6h: Number of staff completing Mental Health First Aid training

Resident outcomes

- 6i: Number of residents referred to social prescribing hubs
- 6j. Case study example of work across agencies to build resilience

7.ADDITIONAL INFORMATION

Include in here a note on data sources and monitoring. Any other additional information that support smooth execution of the MOU.

8.FINANCIAL MONITORING AND EVALUATION

The funding to be provided through the PH grant to be added.

The net expenditure budget (before the application of Public Health grant funding) for The Keep Shropshire Warm and HeatSavers service is £135,000 for 2019/20. The Public Health grant funding of £135,000 is therefore approximately 100% of the total net expenditure budget for the service.

Budget monitoring is undertaken monthly by the service in collaboration with Finance Business Partners; review and challenge of the financial information, including the continued suitability of Public Health grant funding allocated to support Public Health outcomes, is intended to be inherent within this monthly process.

9.HEADLINE FINANCES AND FINANCIAL HANDLING

At the end of the project/end of the financial year, a statement of the costs incurred will be submitted to Public Health. Evidence to support any significant items of cost (such as copy invoices) will be provided upon request.

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The completion of regular budget forecasts on Business World is required to provide Public Health clear oversight of current performance and any potential underspends that may arise from the project.

Whilst the funding detailed above has been specifically allocated to this service the funds may be put at risk if the Members decide to use this allocation to fund other activities or support the bottom line financial position. Public Health will endeavour to inform of any such risks as soon as possible should they arise.

Support to embed prevention is provided by the Public Health Team. The team can be contacted via email.