

Adults and Health Achievements 2020/21



Adults and Health Achievements during 2020/21

Foreword

Looking back over this year, there are many emotions and words which spring to mind. We have become used to describing the pandemic and its impacts as unprecedented – as we reflect on how Covid-19 has affected all our lives in so many ways. As the Lead Member for Adults and Health, I have been particularly conscious of the disproportionate impacts of the Covid-19 pandemic on those residents who may already face inequalities and barriers in other parts of their lives.

So I am very impressed by all that has been achieved over the year – through strong partnership working, through effectively listening to residents and through recognising the strengths of local communities. I know that what we have selected here as our key achievements are really a summary which will only skim the surface of the day to day work across the borough to support and care for each other.

I would like to thank everyone for all your contributions to helping us all through this most difficult of times and look forward to continuing to work together to improve outcomes for local people.

Councillor Sarah James

Lead Member for Adults and Health

Our vision:

A Haringey where strong families, strong networks and strong communities nurture all residents to live well and achieve their potential.

We want to:

- Address inequalities – the Fairness Commission, COVID-19 and the deaths of George Floyd and Sarah Everard reinforce how important this is as part of everything we do.
- Work with others so we support residents in ways that matter to them and are holistic.

- Be local – we want to be out working in, and alongside, communities.
- Make best use of technology – using this more in our work, and also helping people to connect digitally – both learning how to use it and having access to devices and wifi.



Working together through the pandemic

At the time when reports of a potential pandemic first started to emerge, no-one could have predicted just how much it would change every aspect of our lives, and we are still working out what it really means for the future.

Throughout the pandemic we have worked closely with residents, communities, the Voluntary and Community Sector (VCS), and partners to get things done. Our area covers a broad range of activity and this grew over the last year. Areas we particularly focused on were:

1. COVID response and new responsibilities related to the pandemic.
2. Supporting residents with care and support needs through the whole range of changes announced over the last year, and continuing work on existing priorities.
3. Addressing inequalities.

Key achievements for Adults and Health

- Regular and reliable COVID and vaccination information, advice and guidance throughout the pandemic.
- Supporting residents with care and support needs, and those who need safeguarding. Keeping focus and being adaptable to get the basics right, including using technology differently, pooling resources, and being flexible.
- Actively reaching out to support vulnerable residents including outreach to over 1000 Carers to ensure they were aware of support available; supporting thousands of shielding and other vulnerable residents with food, essential supplies, advice and connections, and, when restrictions were eased, helping them to plan for any subsequent lockdowns.
- Working collaboratively with colleagues to deliver the 'Everyone in for Good' principle to support all single people made homeless or threatened with homelessness through the pandemic. This was not only because they were particularly at risk of getting Covid infection but also to provide accommodation and support longer term.
- Prioritising working with residents to coproduce and co-design throughout the pandemic. Examples include the Carers Strategy, coproduced with a wide group of Haringey carers to ensure it focuses on the things that are important and the development of the Chad Gordon Campus, directly influencing what is going to be delivered and how, to ensure it will be what they need.
- Supporting employment opportunities, using Haringey Works and Proud to Care to fill roles in care, enabling people to gain skills and experience.
- Establishing emergency food hubs to ensure direct food delivery to residents.



Chad Gordon Campus

The COVID pandemic response at a glance

Our work in 2020/2021 has been largely shaped by our response to the pandemic. This was immediate, working closely with NHS, housing and community partners to support residents - all of whom have been affected in some way. Even in crisis we worked to our principles and key priorities to address inequalities, work alongside residents, stay local and embrace technology.

Provided over 2,800 boxes of PPE to care settings.

Over 24,000 rapid COVID tests between January and March.

Set up 4 mass testing sites in Haringey.

120 telephone befrienders signed up as volunteers.

Reablement service more than doubled the number of support hours provided.

3,300 households supported with food parcels and essential deliveries.

Over 1000 carers contacted, and 600 welfare checks carried out.

80,000 nights of emergency accommodation with welfare and support to homeless people.

Reached out to 20,000 people shielding.

Received around 100 phone calls a day from residents seeking support. This totalled over 25,000 calls made to Connected Communities.

Made around 200 phone calls a week to offer support to residents who are required to isolate.

74 safeguarding enquires; 68 face-to-face "welfare checks" carried out; and 22 emergency services call outs.

Digital campaign to support vaccination take up led to 60,000 visits to NHS COVID vaccination site.

6 Community Link workers and Community Protects programme.

Equity in all we do

We are working on nine priority areas to address inequalities in the borough. These priorities have been coproduced with groups from across Haringey with significant leadership from the voluntary and community sector (VCS). The Health and Wellbeing Board and Community Safety Partnership jointly oversee the Programme Plan:

- **Policy and Strategy: data and intelligence, policy review, digital exclusion.**
- **Health and Wellbeing: access and outcomes in mental health, health messaging, vaccine uptake and inequalities.**

- **Education and Attainment: disproportionality in learning outcomes.**
- **Community Safety and Policing: community engagement, mental health support.**
- **Arts, Culture Heritage and Place: Building, Place and Street Name Review.**
- **Faith and Identity: working with the Multi Faith Forum and Wise Thoughts.**
- **Economy and Employment: improve employment opportunities for Black, Asian and Minority Ethnic communities.**
- **Workforce: ensuring we have effective mechanisms for listening and responding to Black, Asian and Minority Ethnic staff.**

Delivering early intervention and prevention

Residents have clearly told us over many years they want support as early as possible. This has been challenging this year as so much was required as a crisis response, but we have worked to ensure that this approach is maintained through our Connected Communities team and by working closely with communities and partners to deliver:

- ➔ a telephone helpline 7 days a week at the height of the pandemic
- ➔ food deliveries to thousands of households, while the Haringey Food Hub and Food Network work together on food insecurity
- ➔ support for those who are shielding
- ➔ contact tracing system
- ➔ discretionary Self-Isolation Support Grant support to nearly 2000 households
- ➔ support to local residents including Free School Meals over the holidays, promotion of Healthy Start vouchers and financial support with food and fuel for vulnerable households
- ➔ increased Local Areas Coordinators to cover the whole borough
- ➔ established NavNet bringing together coordinator / prescriber / link roles across the public sector and

VCS to share information and support each other.

- ➔ resources for older people developed: Ageing Well Resource Toolkit, Frailty Booklet 'Personalised Memory Packs' and Bruce Castle's 'Oral History/Living Archive' to collect oral histories for people living with dementia.
- ➔ a multi-agency team located at the Northumberland Park Resource Centre from December 2019 (moved online during COVID)
- ➔ digital devices and data packs to thousands of children, adults and local organisations; starting work to co-produce a Digital Inclusion Network and Strategy
- ➔ increased capability to support residents with Assistive Technology and develop support for people with learning disabilities to find and maintain work.



Food Hub

Working with partners

Working with partners is critical to our achievements for local residents – and housing related support is an example of an area where people can have multiple and complex support needs. We work with partners to ensure that all support is brought together around the person, building on their strengths and talents. We have:

Offered more than 80,000 nights of emergency accommodation & support to more than 1000 single homeless adults since March 2020

Offered support to all included food parcels, welfare support, GP registrations and vaccinations, and 507 adults affected by homelessness have had at least one dose of the Covid-19 vaccine

Been recognised by the LGA as best practice for our covid response and secured £3.5m+ new revenue income in 2020



Osborne Grove

Opened 2 temporary supported housing services at Red House (38 units) and Osborne Grove (32 units)

Implemented the 'Everyone in for Good' principle to support those sleeping rough including with No Recourse to Public Funds into emergency and then into more settled accommodation

In other work with partners, we have achieved:

- A new partnership VCS and Faith Communities Support Team to support the sector with issues around lockdown, funding for crisis work and long-term funding support.
- Multi-Faith Forum (MFF) supporting Covid 19 communications, support, testing and vaccination to diverse communities has met frequently.
- Community Enablement Group formed, bringing together voluntary sector and statutory partners to coordinate responses and plan for recovery.
- Worked with Haringey Giving to raise over £100,000 for the community Covid response.
- Welcome Strategy adopted with the Welcome Advisory Board continuing to support migrant issues - approximately 85,000 local residents have applied for EU Settled Status well above the initial estimates of 43,000.
- Established Community Protect with funding for grass roots organisations to become champions for COVID health and public health messaging.
- Delivered a Community Champion programme to ensure outreach and legacy for all communities.
- Stronger focus on translated materials, effective community champions and culturally appropriate information.
- 3,300+ households in Haringey were provided with emergency food parcels and the Food Strategy is in development to address Food Insecurity in all households.
- 120 additional volunteers signed up to Reach and Connect, and 88 volunteers supported the Food Hubs at Alexandra Palace and Tottenham Hotspur.



Covid-19 Appeal

Caring for older people, people with Learning Disabilities, Physical Disabilities, Mental Ill-Health and Carers

We recognise the significant, disproportionate impact of Covid-19 on our more vulnerable residents, many already in receipt of adult social care. Our response has been to increase capacity where possible and reach out to those in most need offering information, advice, support and care as well as strengthening the sector wide response.



Carers co-production event

- ➔ All services moved to remote working and virtual assessments/reviews where possible whilst maintaining face to face visits where needed.
 - ➔ We developed an outreach model for day services as physical attendance was stopped due to lockdowns.
 - ➔ We reshaped our hospital discharge teams to create new discharge hubs at the North Middlesex and Whittington hospitals, operating on a 7-day, 8am to 8pm service model.
 - ➔ We doubled the size of our Community Reablement service which also provided employment opportunities for care workers.
 - ➔ We provided intensive support to care homes, improving the quality and safety of care to residents and reducing the number of deaths in care homes during second wave.
 - ➔ We introduced a new co-produced model of Home Support, enabling London Living Wage and better career progression for care workers whilst improving outcomes for residents.
 - ➔ We co-produced set up of Disability Action Haringey as disability led organisation with local disabled people.
 - ➔ We co-produced and launched the Carers Strategy, and we are working with stakeholders on the Carers Strategy Action Plan.
 - ➔ We contacted 1,800 Carers to provide information and ensure wellbeing, including carrying out over 600 welfare checks.
 - ➔ We codesigned the Chad Gordon Autism Campus with redevelopment of both buildings and the offer.
 - ➔ We established #ActuallyHaringey hub model with autistic people involved in delivering the service and finding solutions through peer support.
 - ➔ Locality based Mental Health teams introduced a new online platform offering video consultations and a virtual Safe Haven.
 - ➔ Additional support into Mental Health during COVID and over winter used to test a discharge and reablement model, enabling residents to reintegrate back into their communities.
 - ➔ Promotion of mental health digital and other support e.g. KOOTH, Mind in Haringey, Good Thinking and NHS Go – both have been proportionally more popular with residents from BAME communities.
 - ➔ Loss and bereavement awareness training, book of remembrance in place.
 - ➔ Rethink Mental Illness - 1:1 and peer support directly available for people bereaved by suicide.
 - ➔ We have an action plan to address racial inequalities in mental health covering health checks, reporting, communications, workshops, access and waiting times, use of data to understand incomplete therapies, MH first aid, suicide prevention and safeguarding.
- As lockdown restrictions are eased, we are working to reopen and reconnect support to local residents.

Moving forward with Capital Developments

Whilst the pandemic has had a major impact on our ability to carry out capital works, we have been keen to maintain momentum on a range of capital developments which we believe will support residents in the longer term. We are developing a supported housing development strategy which will see schemes across the borough to meet a range of needs.

Opened Linden House a new supported living provision for people with very complex needs in the borough.

Bringing Burgoyne Road Centre into use as supported housing for women in the medium term and as a refuge in the longer term.

Redeveloping the health centre at Canning Crescent into a multi-use campus with self-contained short stay rooms, a recovery college and a crisis café.

We made use of Osborne Grove during the pandemic and co-design work continues to shape the long-term nursing home use.

Haringey's new autism hub #ActuallyHaringey and new Haringey Opportunities Project are now based in Tottenham at Waltheof Gardens – a site brought back into use and recently renamed the Chad Gordon Campus in celebration of the life of Chad Gordon, a local Haringey resident.

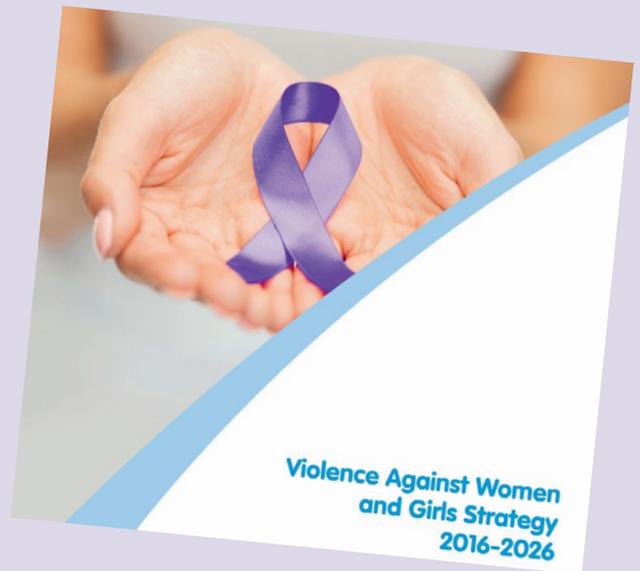
We are creating additional move-on accommodation on a previously empty site on Ermine Road. A community Steering Group will help take these plans forward, working alongside local residents.



Working together to address Violence Against Women and Girls and Modern Slavery

Violence Against Women and Girls (VAWG) increased through the pandemic. We have been working to deliver a Coordinated Community Response to support the community and specific activities have included:

- **Community Engagement Pilot developed approximately 30 'Safe Spaces' and trained over 80 VAWG Community Champions**
- **Creating two new specialist Independent Domestic Violence Advocate (IDVA) - one for mental health and the other to support Black, Asian and Ethnic Minority women**
- **Commissioned the London Black Women's Project to provide 4 additional refuge bed spaces**
- **Adapted Protect Our Women (POW) to deliver support through lockdown**
- **Modern Slavery Plan developed, raising awareness and building confidence in our shared response, leading to a significant increase in referrals to the National Referral Mechanism.**



Supporting our whole population to stay healthy and well

Throughout the pandemic we saw the impact of existing inequalities, poor health, and environment on residents, underlining the importance of work to address the wider determinants of health. We work across the council and with partners to ensure that we always think about how what we do will affect the health and wellbeing of residents. Following are some examples:

- Moved services to remote or online due to Covid so continued offering services on weight management, physical activity, alcohol and smoking cessation throughout.
- Residents needing sexual and contraceptive care were able to continue to access services online and over 13,000 Haringey residents did this .
- One You offers free tips, advice and services on how to lead a healthier lifestyle - 520 new referrals into the services and 71% of them live in areas of deprivation.
- Established Healthy Place Group, contributed to Parks and Green Spaces Strategy and the Walking and Cycling Plan.
- Contributed expertise to Urban design thinking and contributed to private landlords licencing policy work.
- Developed Healthy Weight Strategy, circulated healthy diet leaflets and information in food support packages.
- Reviewed licencing applications, recruited businesses to Healthy Catering Commitment and responded to business concerns on food safety during COVID
- Completed Draft Tobacco Control Plan, draft Alcohol Strategy and established the Alcohol Licencing group.
- Used SuperZone evaluation to feed back into the Gambling Act Review and the Clean Haringey Strategy, as well as various regeneration plans.



Looking to the future: Councillor Sarah James, Lead Member for Adults and Health

Our Recovery and Renewal work has already begun, as we start to respond to the immediate and ongoing impacts of Covid-19. This work gives a snapshot of activity but also reflects our longer-term collaborative approach and aims. We are particularly mindful of the inequalities which continue to be severe and which have been both brought into sharp focus and exacerbated by the pandemic.

Through continuing to work in partnership, to invest in frontline services, to co-design solutions to shared problems and to build our relationships across the borough, we believe we can be a stronger partner in developing improved outcomes for Haringey residents.

