

# Expression of Interest – Policy Prototype CCIN Funding

**CCIN Member Authority:** Stevenage Borough Council

**Name of CCIN Lead Member:** Diane Wenham

**Name and Job Title:** Wellbeing Services Manager

## 1. What is your idea?

CONNECTING COMMUNITIES: To pioneer an approach to improve wellbeing, reducing isolation amongst older people utilising the Stevenage Community Transport Service

## 2. Who will you work with?

We plan to work with the following stakeholders:

- Hertfordshire County Council- Adult Social Care
- Hertfordshire Public Health
- Stevenage Irish Network
- Age Concern Stevenage
- Stevenage Community Transport User Group

## 3. What are the outcomes you hope to achieve?

Stevenage Borough Council has run a community transport scheme for over 30 years, focused on providing transport solutions for older people and those with disabilities. Throughout the service there have been numerous examples of older people's wellbeing improving as a consequence of the relationships and connections to services that are made. We would like to formalise this through a policy prototype to further train and develop the role of our Community Transport Drivers to become Community Connectors – better connecting users of the service to social support and early intervention services when needed.

We would like to achieve the following outcomes:

- Older people increase their social networks
- Early intervention reduces the need for crisis intervention
- Statutory services change their commissioning processes to recognise the role of "relationships" to improve wellbeing for older people.

Success will be measured by the following methods: tracking wellbeing progress for users of the service, tracking referral pathways, securing further investment in developing the model with commissioners at Hertfordshire County Council and the Integrated Care System.

Please see Community Transport Film [click here](#)

## 4. How does your project support the aims and objectives of the Co-operative Councils Innovation Network?

It is thought that 40% health behaviours and 45% social and environmental factors influence positive health outcomes (Hertfordshire and West Essex Sustainability and transformation

partnership) Community transport impacts on both these areas as well as providing a service to the residents of Stevenage.

Community transport has only been used to take older people to clubs and trips, the effect of this , although not the prime reason for offering the service, reduces social isolation, alerts to safeguarding issues, ill health, loneliness etc. Currently the service does not have any policies or practices that enable this to happen, it is far more informal. The funding would enable us to develop this as a new operating model. As a district council we are keen to engage in this agenda with our upper tier County Council who have the statutory responsibility for adult social care. .

The creating a healthier future agenda, (Hertfordshire and West Essex Sustainability and transformation partnership) Hertfordshire County Council have highlighted with the aging population: an increase in both cancer and dementia, a 12% increase in people ages 65 or over by 2025, and 134% in people over 85 within the next 10 years. As local residents, community transport users will be co-producers of this prototype with opportunities to shape the operating model and for opportunities for volunteering, sharing knowledge and life skills across other service users and the local community.

## **5. How does your project demonstrate the Values and Principles of the Co-operative Councils Innovation Network?**

We will aim to cover all the principles and values, primarily though we will cover:

**Social partnership** – partnership working with statutory and local community and voluntary services.

**Democratic engagement** – engaging with residents/users and staff through co-producing the prototype.

**Innovation** – the ideas for this prototype have been driven from the staff team, we feel this prototype can demonstrate more effective and efficient use of resources to support older people to maintain and improve their wellbeing.

**Learning** – sharing our findings with other groups and partners, particularly health and social care partners but also other councils in the CCIN. There is a unique role here for a district council to play.

## **6. How will you share your learning with the Co-operative Councils Innovation Network?**

We aim to produce a blog and video diary to share on the CCIN web-site and will produce a final report for dissemination. We will also be keen to work with and learn from other CCIN members with an interest in this arena

---

---

Deadline for applications is Friday, 20<sup>th</sup> December 2019. Please send completed applications to [comms@councils.coop](mailto:comms@councils.coop).

---

---