Walsall Council

# Community Social Work approach

• Focused on a prevention agenda working with non FACS eligible people and those who's funding has been reduced

•Building the resilience and independence of individuals and families, reduce social isolation

•Building sustainable networks with the local community, building community capacity

•Building networks to strengthen the public sector response by working closely with Area Managers and since January 2012, the Area Family Support teams.

# How is this achieved ?

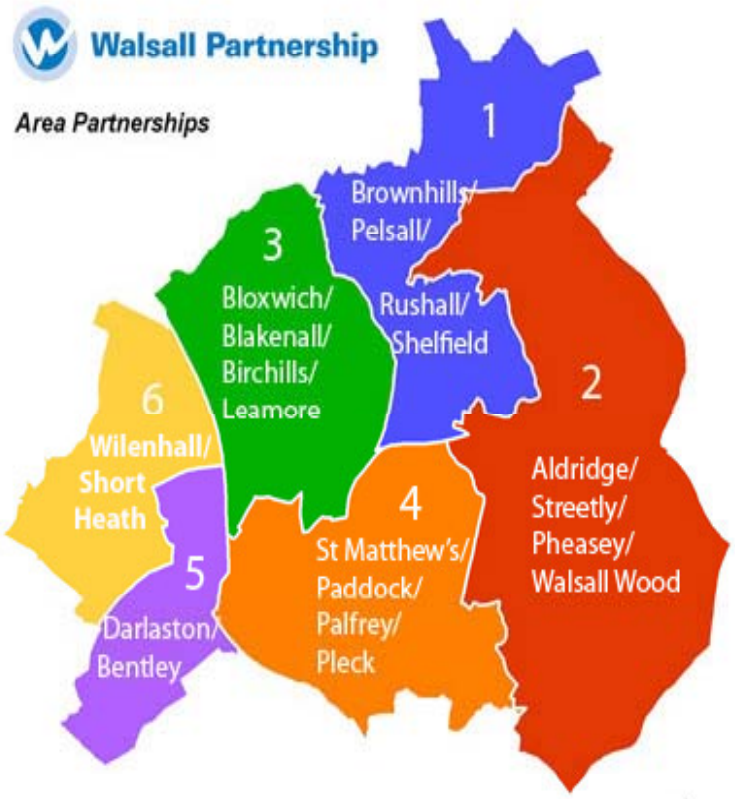
• A team of 11 social workers and Social Care Facilitators, working along side Occupational Therapy Assistants, Sensory Rehabilitation Officer.

•Work with different agencies including; Reablement Home Care and Community Bed Based Services, Hospital Discharge, Community Health Services, NCO's, Area Partnership Managers, fire safety, police, Links to Work, Recruitability Plus, Addaction, Breathing Space, Bridge the Gap, JET, Community Associations, Keyring and Junction 10, housing floating support staff.

•Regain and utilise skills, supporting people to gain skills and experience through education, voluntary work, and paid employment. This approach reduces social isolation, improves physical and mental wellbeing.

•Utilising community resources to support needs including Assistive Technology, systems, Time Banking, Community Centre activities, befriending, furniture and house maintenance services.

# Where is this achieved ?




- Case work and community development within the 6 area partnerships and Area Family Support Teams

# Area Responsibilities

- Area 1 – Emma Harper/Savita Conhye
- Area 2 – Stacey Senior/ Tracey Gilbert
- Area 3 – Berni Mignott/ Ajaz Nasim (AFST)
- Area 4 – Khaleda Akalwaya/ Riba Begum
- Area 5 – Riba Begum/Jyoti Chauhan (AFST)
- Area 6 - Noble Kurian/ Shibu Paul

# What do they do ?

- Making and retaining contact with existing community resources
- CSW surgeries - providing advice, guidance, taking referrals. Surgeries take place across the Borough such as Rushall Medical Centre, Willenhall CHART, Moxley People's Centre, Old Hall People's Partnership and Stan Ball centre.
- Supporting individuals and local groups to become community resources, alongside Amy Timmins (Community Catalysts) and Walsall Voluntary Action and working with existing social enterprises & groups.
- Supporting over 30 voluntary community groups; including Manor Farm Community Association, Bangladeshi Women's Group, Afghan group, Trinity of Churches.
- Supporting ; care management tasks within CSW remit, individuals to job centre, finding information for training, volunteering, day opportunities and employment, supporting with GP appointments – a more hands on approach.
- We have a number of cases where houses require clearance which is negotiated in lieu using time banking where possible.

# Impact and Influence

• During the first six months, as the team were getting up to strength, they took 209 referrals, 160 which were not facs eligible

•Whilst the turn around time for referrals varies considerably, approximately 75% of enquiries or referrals are turned around within three days, however the remaining referrals on average solutions were found within 4 weeks due to the complexity of issues requiring resolution.

• The reason for referrals were myriad  but trends were identifiable , for example barriers to advice and support , debt problems, alcohol and mental health problems, basic mobility, increasing isolation and concern from relatives, stress on carers reaching crisis point.

•Early costing of the cases, using the national troubled families data sets, has found a consistent positive return on investment, i.e. the staff time invested is not greater than the inevitable costs if the cases were left to escalate and reach crisis point.

# Impact and Influence

• The experience gained has been put to good use in the early stages of the Area Family Support Team (AFST) role out.

•The links into the local communities and have been invaluable to the AFST in providing cost effective and sustainable solutions - making budget and staff time go further

•Leading by example the Community Social Care team have been able to provide the wider context and a 'can do' approach.

• The Community Social Work team have been appropriately challenging to colleagues from within the teams and in their dealings with colleagues and partners, frequently holding colleagues and partners to account.

•Based on positive evidence to date (June '11-June '12), the Community Social Work philosophy and approach is being actively incorporated into the practice of all teams across SCI Access and Care Management.

# Community social work team


Help people to do things in their local area

Help local areas to arrange things that people want to do

Community social work team