

## WARWICK DISTRICT COUNCIL - MENTAL HEALTH SUPPORT ACTIVITY

Services Areas	What is your service area currently doing to support individuals with mental health issues?	What is your service area planning to do?
<b>Housing Advice Team</b>	<ul style="list-style-type: none"> <li>• The Housing Advice staff will make referral for support from agencies such as P3 and St Basils.</li> <li>• Signposting to mental health services, adult social care</li> <li>• Referral to the Crisis team if the individual presents with acute symptoms.</li> <li>• If the individual has a CPN, with their assistance a referral can be made to Plato Trust for supported accommodation.</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Advice continue to work with the NHS, Public Health, Drug and Alcohol Support Services along with partners in the voluntary sector to support individuals maintain good mental health.</li> <li>• As identified in the Homelessness Strategy we will be developing a Mental Health Protocol for homeless people.</li> <li>• Identify additional training for staff via e learning and /or external providers.</li> </ul>
<b>Housing – Sustainable Tenancy Team</b>	<ul style="list-style-type: none"> <li>• If we identify any tenant that has mental health issues or showing signs of, we will see if they are currently receiving any support from any services, if not we will make a referral, we will also write to their GP and raise concerns that we have.</li> <li>• We will often make referrals to the crisis team and if urgent support is</li> </ul>	<ul style="list-style-type: none"> <li>• We currently carry out tenancy update visits, we will visit the tenant and we have compiled a list of questions and they include if they need any support would they like us to make any referrals, if they say no and we feel this would be beneficial we will arrange a joint returning visit and sometimes once they have reflected on this they might reconsider.</li> <li>• Some properties we visit there is a clear</li> </ul>

	required we will make a MASH referral especially regarding any vulnerability.	hoarding problem, and as we recognise that this is mental health problem we feel getting all staff to attend hoarding training and consider having a policy as feel should be treated different as currently we do deal within the anti-social behaviour policy
	<ul style="list-style-type: none"> <li>The offer of counselling to staff members who have suffered a loss or home life is impacting on their carry out the their duties</li> </ul>	<ul style="list-style-type: none"> <li>Nothing planned but would like to see more creative options for staff to link into when they have a health and well being issue</li> </ul>
<b>Housing Business Admin Team</b>	<ul style="list-style-type: none"> <li>Put our direct line number on correspondence so that customers can easily contact us and avoid a confusing queue or long wait</li> <li>Request a Tenancy Management Officer to visit if someone is struggling to understand a financial request made</li> <li>Provide clear and concise advice both on the phone and in writing particularly when changes happen (to contents insurance or year-end charges</li> <li>Refund quickly when incorrect payments have been made to minimise financial anxiety</li> </ul>	<ul style="list-style-type: none"> <li>Constantly review documentation to improve clarity and currently looking at GDPR</li> </ul>
<b>Housing support and Lifeline</b>	<ul style="list-style-type: none"> <li>We provide Lifeline units at a monthly cost to residents all across the UK</li> <li>We have staff who visit our Sheltered Schemes and support tenants</li> <li>Our Staff also visit people in the community who may have higher</li> </ul>	<ul style="list-style-type: none"> <li>We are trying to grow the business by providing a mail order service which hopefully will allow us to reach more people in the UK</li> <li>We are trying to get more of our tenants to sign up to the higher level of service we</li> </ul>

	<p>support needs than a tenancy officer would deal with</p> <ul style="list-style-type: none"> <li>• We manage William Wallsgrove House in partnership with Home Group providing support for street homeless who want to recover from various health conditions such as mental health so that they hopefully go on to sustain a tenancy</li> </ul>	<p>provide called lifeline plus which provides much more support beyond the lifeline unit itself</p> <ul style="list-style-type: none"> <li>• We are reviewing the scheme along with another scheme to see if we can provide more bed spaces</li> </ul>
<b>Culture</b>	<ul style="list-style-type: none"> <li>• Sport provided directly by our service for example football at our pavilions can be linked to supporting people with mental health issues.</li> <li>• We work closely with Everyone Active to run a broad range of activities at the leisure facilities.</li> <li>• Initial discussions with partners to support older people with mental health issues, such as dementia.</li> <li>• The Sports and Leisure team are aligning their work plans with the Sport England 'working towards an Active Nation' strategy. The strategy recognises as a key objective, the need to encourage those currently inactive populations to participate in some form of regular physical activity. It also recognises that younger people, women, girls and older people are significant, as statistically more likely to be inactive.</li> <li>• The Arts team provide opportunities for older people and dementia groups</li> </ul>	<ul style="list-style-type: none"> <li>• Broadly our service will look to improve participation in sport and physical health in our community, though providing quality facilities and services.</li> <li>• The initiatives from the HOG group influence the discussions with Everyone Active to support some of the key initiatives.</li> <li>• Bring together a number of key partners, Everyone Active, CSW sport, CAVA etc. to start up a number of leisure centre based activities to support dementia groups and older people</li> <li>• As a team we are identifying key partners to work with to specifically target known areas or groups likely to be currently inactive. This requires some adjustment from an historic position of working with the main sports clubs, who have established users.</li> <li>• Sporting national governing bodies must also adapt to the Sport England strategy, which is influencing clubs to consider how they might become more diverse in their</li> </ul>

	at the Spa Centre and Pump Rooms, by offering a range of activities including arts and crafts workshops, sports and physical activity, such as short matt bowls and Tai Chi.	<p>offering.</p> <ul style="list-style-type: none"> <li>• The Arts team are willing to consider requests to expand on their current offering.</li> </ul>
<b>Neighbourhood Services –open and green spaces team</b>	<ul style="list-style-type: none"> <li>• Improving the parks to encourage people outside improving both health and mental health</li> <li>• Installing new play and outdoor gym equipment giving children and parents more activities outside</li> <li>• Improving park security to stop illegal encampments</li> <li>• Provide outdoor sports eg Bowls and Football encouraging interaction and exercise</li> <li>• Proactive tree management</li> <li>• Community events eg Jungle Club and project Sunflower improving awareness of the environment and nature</li> </ul>	<ul style="list-style-type: none"> <li>• Carry on with improvements</li> <li>• Continue to upgrade playgrounds and install gym equipment</li> <li>• Finish off the programme, giving individuals peace of mind</li> <li>• Continue to provide quality facilities</li> <li>• Improve the tree stock</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Customers who receive additional support via disability benefits can attract additional premiums which can enhance their entitlement to Housing Benefits/Local Council Tax Reduction Scheme (HB/LCTRS). Some of these disability benefit are also ignored for calculation of HB/LCTRS</li> <li>• Severely Mentally Impaired disregard for Council Tax, giving 100% exemption for a sole occupier or 25% reduction for someone living with a</li> </ul>	<ul style="list-style-type: none"> <li>• Improve parks using S106 contributions and council funding where possible</li> </ul>

	<p>partner. Again there is an eligibility criteria, which includes being entitled to certain benefits and having a signed confirmation from their GP.</p> <ul style="list-style-type: none"> <li>• Council Tax Disability Reduction whereby the Council Tax Banding is reduced by one band, if they meet the criteria (they must have a 2nd bathroom for meeting the needs of the disabled person, must be using a wheelchair in the property, must have a converted room (not a bedroom) specifically for their sole use).</li> <li>•</li> <li>• Additional face to face support provided if necessary.</li> </ul>	
<b>Health and Community Protection – Community Safety</b>	<ul style="list-style-type: none"> <li>• Use a victim based approach</li> <li>• Use a risk assessment form with complaints</li> <li>• Refer to both statutory service providers and the voluntary sector to support individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Nothing planned</li> </ul>
<b>Health and Community Protection – Community Partnership Team</b>	<ul style="list-style-type: none"> <li>• Asset mapping to identify support for individuals with mental health support needs</li> <li>• Use of grant funding to support projects developed by community and voluntary sector e.g. Eco-therapy Project etc</li> <li>• Management a range of contracts with the community hubs to provide support to vulnerable individuals</li> </ul>	<ul style="list-style-type: none"> <li>• This is a key work area for the Team and we will continue to develop support that meets the most vulnerable members of our community</li> </ul>