

PLACE BASED NEEDS ASSESSMENT

NORTH WARWICKSHIRE

EMERGING THEMES, ISSUES AND RECOMMENDATIONS

Warwickshire Joint Strategic Needs Assessment 2019

Report produced by Public Health Warwickshire



INTRODUCTION

Following the review of routine datasets and local intelligence/surveys of health and wellbeing needs and issues across North Warwickshire Borough, four key themes were identified. These issues were then discussed in more detail to gain local stakeholder insight at an event held on the 21st June 2018 and at a number of community engagement sessions throughout September and October 2018. This was supported by a local public and professional survey. Additional themes of housing, transport and volunteering were added through the engagement process, as an emerging significant local feature, identified through local stakeholder engagement. A full list of stakeholder comments is available in the stakeholder summary and engagement event reports.

Following the production of the draft themes, issues and recommendations report; this was shared with key stakeholders and finalised following feedback.

The following is a summary of the issues discussed and the high level recommendations are outlined below aligned to the key themes:

- Ageing Population
- Younger people
- Services (access)
- Poverty
- Carers capacity
- Transport
- Housing
- Volunteering
- General

A more detailed action plan will also be developed to deliver and prioritise these recommendations.

AGING POPULATION

ISSUES

There are a large number of **community groups and support services** available to help the elderly population, but there are concerns that those who might need the services the most aren't accessing them due to limited awareness, communications and transport issues, particularly amongst older people. There are a range of assets/services tailored for the local older population, for example; Boroughcare, Silverline, good neighbour schemes, U3A in Coleshill and Time Out befriending services, however awareness is limited and therefore they are not always joined up to other services. There is concern at the **undiagnosed dementia** rates in the population and a feeling that more needs to be done to tackle these and increase the diagnosis rate and improve the health and wellbeing offer to dementia patients. This could be exasperated by closing memory cafes in parts of the Borough. The importance of **work**, to keep older people active, independent and to help themselves as much and for as long as possible, was raised. There are programmes around falls

prevention, safe and well checks but these again are not widely known and shared. Loneliness and social isolation were highlighted as growing concerns, Particularly in the Polesworth, Atherstone and Hartshill areas; more support for people with long term conditions was seen as a key priority. However, it is also recognised this is a problem in younger people too.

RECOMMENDATIONS

- Map and promote early intervention services in North Warwickshire for older people.
- Work together to understand those who do not access services and explore different approaches to communicate and provide services with these groups.
- Work together, to find a joint approach to increasing dementia diagnosis, improve the medical offer locally, increase training for front line staff and review equity in service provision.
- Review memory cafe provision in the North Warwickshire area; including the current use and reason for closures.
- Comprehensively review loneliness, its impact and actions to address needs locally.

HOUSING

ISSUES

There continues to be challenges around affordable housing locally with a lack of provision. Local Authority housing stocks are low and the right to buy reducing stock further. Help to buy housing for young people, for example is limited to those that can afford it. There are considerable issues of the **private rented sector** rents now being outside of the local housing allowance level, making it unaffordable to many people. However, a drive towards affordable housing should have a positive impact on this. **Homelessness** is on the increase within all authorities requiring co-ordinated action. There is a lack of **supported housing** within the area across all groups and this is expected to continue to deteriorate further due to funding pressures. There are concerns about the lack of suitable, adapted **housing** in the area and limited social housing available to suit the needs of the elderly population in particular. Housing teams are also experiencing more **complex clients** which is leading to challenges in accessing support in some cases. **Fuel poverty** is a big issue within parts of the Borough; some work is seeking to address this but more needs to be done. Access to parks and greenspaces was seen as an asset locally that needed to be prioritised and utilised more. In both all JSNA areas there are higher numbers of people living alone - either young or older people; this may impact on a range of other issues affecting health and wellbeing

RECOMMENDATIONS

- Undertaking mapping of housing accommodation for the elderly population and identify any gaps in provision

- To engage with NWBC planning department to understand what is within their local plan to accommodate the elderly population and how we can work with developers to incentivise the building of accommodation which suits the needs of the elderly.
- Assess Borough and County land for suitability for extra care housing - linking to the One Public Estates Plan and WCC Extra Care Strategy.

TRANSPORT

ISSUES

There are concerns that limited transport options, particularly for frail and elderly residents with **mobility issues**, is impacting on their ability to access services. Elderly residents having to give up their driving licence was another issue impacting on ability to access services, remain independent and stay socially connected. The **rurality** of the area is another factor impacting on transport (or the lack of) as people felt that bus services aren't always available. There is an inequality in availability and access to transport across the area. The local **voluntary transport** scheme (Beeline) is being reviewed currently but there is a lack of volunteer drivers available to run increased demand and there are cost implications for many people. The fire service have begun a service picking up people for some appointments and there are some local befriending services that offer some support to filling this gap. **Public transport** is a particular challenge in North Warwickshire, especially in those more rural areas on the borders including; Kingsbury, Coleshill, Arley, Piccadilly and Ansley and in evenings. The situation with public transport is deteriorating. **Accessing hospital appointments** is a particular challenge (3 buses from Kingsbury to the George Eliot). Surveys have been carried out of residents on some of these issues but conversations with transport providers have had limited success. Lack of transport not only increases **isolation** in the older population but also in young people who cannot access work or youth services easily. This is more pronounced in some of the rural villages including Coleshill. Transport was considered by professionals and the public, the main barrier and priority to access and improving health and wellbeing.

RECOMMENDATIONS

- To promote bus passes and ensure that everyone over the age of 60 who is able to has a free bus pass and is using it - this will help to make sure that buses run, that people can access services, and are able to connect with others.
- Establish a voluntary driver network to pool the drivers who work for various third sector organisations to help ease capacity pressures. Promote the network in order to recruit more drivers to further alleviate capacity.
- Partners across North Warwickshire need to work together to review and improve access to community and public transport for access to work, health appointments and to reduce isolation.
- Review car sharing schemes in North Warwickshire

YOUNGER PEOPLE

ISSUES

Overall there was a feeling that **services for young people are limited** in the area, with a lack of youth services and outlets for young people to go to. There is also a lack of **aspirations** for young people within the area who need to be supported more to understand role of education and career progression in supporting healthy lives. In terms of health services for younger people, the lack of **sexual health clinics or outreach and mental health** services (with long waits) has been raised as an issue, clinics for antenatal and postnatal services was flagged as a particular issue. During discussions it was suggested that there could be a great opportunity for pharmacies to invest in support for young people. Other issues raised for young people are challenges around healthy weight and high levels of obesity. A suggestion was to have more **targeted services** including fitter futures, into those areas which have highest obesity levels or high levels of deprivation. There are a range of summer activities in Arley and CAVA, and MIND are very active in the area, Kingsbury group and youth centres are also available, Relax Kids was cited as another example of local work, however there are gaps.

RECOMMENDATIONS

- Young people - specific mental health and well-being services are needed with better access and shorter waiting times.
- Increase the types of services available and the communication methods used for engaging with young people. E.g. face to face, phone support, online support, social media, drop-in?
- Engage with families and provide more information for parents on the challenges young people face.
- Consult young people on the types of services and views on current services to make improvements in provision.
- Service providers need to coordinate efforts to better meet the needs of young people. Include early intervention roles not always service focused but opportunities to talk and access services, look at a single point of access and social media.

HEALTH AND SERVICES

ISSUES

There was a reoccurring discussion that services, including health services are limited in North Warwickshire and access is particularly poor in the more rural parts of North Warwickshire; the lack of services specifically in Hurley and Wood End was raised including no **pharmacy** in the area. In the Polesworth, Atherstone and Hartshill Areas, addition, there is a feeling that access to some **mental health** services in the area is poor, with transport to services and fewer local services being raised as an issue across North Warwickshire;

although Mancetter was highlighted as one example of an area with perceived better provision of mental health services. There are a number of local services that seek to support this issue; Time out, Silverline U3A, Men in Sheds and a telephone support line but these need to be linked into core services better. **Mental Health** was considered by professionals and the public as a priority area for improvement. **Obesity** remains a challenge in the area, for younger and older people, there needs to be more work done to tackle this in schools as well as other settings. Domestic abuse rates in the area was also discussed on some of the tables, there is a local group offering support but a feeling that more information was needed on this area. In the Hartshill area of North Warwickshire there are a higher number of veterans, along with neighbouring Nuneaton, Veterans can have a wide range of issues including health, financial and relationship issues. Within the area rates of social care use are higher than in other areas across Warwickshire, housing growth in the area may lead to greater pressure on local services.

RECOMMENDATIONS

- Services need to be more proactive and anticipate growing demand.
- Better use of data or information to inform the planning of services. E.g with the rapid developments more school places and GP appointments needed.
- Encourage residents and remove barriers to making health lifestyle choices. Encouraging more opportunities for physical activity e.g. more bike lanes.
- Review support available to families in North Warwickshire to avoid crisis and link to services already available.
- Seek information on domestic abuse numbers and services in the area.
- Improve access to mental health services e.g. more out-of hours services.
- Educate parents, schools and the wider public on mental health issues and good mental health.
- Improve mental health pathways to enable early intervention, early diagnosis and good signposting.
- Review current and model future demand for health and social care services in the area to ensure they meet local higher than average, levels of need.
- Review home services and pharmacy review, phlebotomy services etc and outreach into local groups and promote the service and charges.
- Work with veterans and local services to promote an awareness of veterans, their needs and develop appropriate services to meet those needs

POVERTY

ISSUES

Universal credit is due to arrive in the area in September 2018, there is a need to plan for this to ensure it does not increase poverty further, there are also challenges around supporting people to fill in the forms/paperwork which are all online. There remains a stigma about free school meals in the area. There are a number of **schemes and services** that are trying to tackle some of the issues linked to poverty including Ediblelinks and Holiday Hunger programme. A high use of honesty shops was noted locally. A gap in access and

awareness of food banks in areas such as Water Orton and Arley. There is a general consensus that there are large numbers of people that **are just about managing**. In the area there are high levels of employment but often these are low paid jobs leading to “employment poverty” with limited opportunities within the area for improving skills or getting higher paid jobs. For those who can access higher skilled roles they often need to travel with long commutes. For those without transport this is difficult. Poverty has strong links to housing and homelessness (see housing section)

RECOMMENDATIONS

- Holiday Hunger review and opportunities to expand the programme across North Warwickshire.
- Review the support on a one to one basis for people accessing benefits and budgeting including private sector.
- Review the latest evidence and develop action around employment in the area and future of employment, bringing new businesses into the area with high level skills.
- Promote and raise awareness of food poverty programmes across North Warwickshire

CARERS

ISSUES

There are a high number of **carers** in the area, including young carers and limited services and support networks. The impact is on the carers own **mental health and wellbeing**, with many reporting feeling of **isolation** themselves. Carers are having to take time off work to support their loved ones. More support is needed to get people in to the services that are available and to increase provision where there are gaps. There are some services available for older carers including the Phoenix group but there are no **support networks** locally for carers. For **young carers** in particular there was a recognition that schools could do more to promote awareness of services for young carers, but need to be informed of what's available. Time out youth groups need to be available as a source of support for young people and young people focused services including use of social media, working with local pharmacies to have young people friendly advice and support services. It was also flagged that barriers to access, especially for young people, can be charges for services.

RECOMMENDATIONS

- Map and raise awareness of the services currently available for carers in North Warwickshire and make schools, pharmacies and other community based and frontline services available of the offer to promote to those who need it, include respite
- Improve the identification of carers and young carers.

- Consider developing a support network for carers in the area.

VOLUNTEERS

ISSUES

The lack of **volunteers** in the area is a challenge, many volunteers are older and cannot volunteer for long and with people working longer therefore the pool of volunteers is smaller. For youth work a different skill set is required which makes it difficult to recruit volunteers for these groups/programmes, the youth **qualifications** in the area seems to have stopped. Volunteers are needed to for local services such as transport but are required to have DBS checks which is a barrier in some cases. The timebank scheme running in Stratford was suggested as a possible pilot to increase capacity. Despite a shortage of volunteers there was a feeling that there is an **over reliance** on volunteers and a perception of low funding for all services in the North of the County, resulting in less services in the area. This was thought to be compounded by **short term funding for small local projects**, without longer term plans to make them more sustainable. Lack of opportunities for young people locally to volunteer and gain work experience and then access to these opportunities.

RECOMMENDATIONS

- Review the evidence and engage with local groups to develop a plan, based on best practice, to increase volunteering across the area, including one off volunteering
- Review and consider implementation of activities to promote volunteering and neighbourliness locally including the potential of introducing the timebank scheme
- Consider work with businesses and partners around social corporate responsibility as one mechanism to increase volunteering.
- Support the work carried out by the third sector to promote and recognize the work of local volunteers.
- Consider training qualifications for young people who wish to volunteer.

GENERAL

ISSUES

Overall there was a feeling that North Warwickshire has a range of community groups, activities and physical assets, however an ongoing theme in all discussions and engagement is how we get **information** and **communicate** with people who do not use the internet or digital technology and also target this at those who are not accessing any services. Linked to this was concern raised around the lack of a joined up approach to assets and services in either **communicating** the existence of them or working together leading to some duplication of effort. It is recognised that **poor WiFi and mobile signals** in some more rural areas of the Borough make the move to accessing services online challenging. In addition, a strong theme was communication and the feeling that professionals and the public are not always aware of what is available. It was recognised that there are lots of assets in the area

including sites, groups and services, parish councils and local community groups that we need to link in with these more as they are close to the community. There is concern that service providers are less likely to locate services in rural areas as they are not **economically viable** due to travel costs, however this impacts on local residents health and wellbeing, particularly those who are unable to travel. There were also lots of examples and concerns raised around issues around **finance and the stability of the voluntary sector** as funding may only be available for the short or long term. There was a concern raised around access to the **police**, with stations being shut, slow response to 101 calls and limited visibility. There is also an opportunity to work with local business in the area to support the skills gap and community capacity building. Looking forward, **increasing housing growth demographic growth change in particularly the aging population, automation and the HS2** will have an impact on the availability of services and employment within the area and on communities. Liaising with planning officers will help minimise the impact and monitoring the housing growth. Explore sustainable transport options linking into HS2, improving the forward planning for transport in the Borough.

RECOMMENDATIONS

- Expand use of customer referral form to support signposting and awareness raising of a range of services.
- Promote single front door as a way to get a range of services from a range of partners in one place making it easier for people to access.
- Review type and amount of social housing in the area and if possible, produce a plan to increase provision.
- Develop a single point of access to share information on services for older people using a range of formats e.g. digital, care navigators, leaflets/displays/posters, word of mouth. This needs to take account of previous attempts to improve sharing.
- Map and promote early intervention services in North Warwickshire for older people.
- (Re) Establish a local network for groups and organisations to share information about local groups and activities.
- Look at the opportunity for local hubs to share and access information, services, connect. Ensuring it can get people to the hub - honesty shops, universal credit support, using the evidence from the JSNA to map need.
- Consider and ensure there is an offer for the section of the population in North Warwickshire do not use the internet. Identifying those who do not currently access the internet and reasons for this.
- Services asked to respond to the projections around housing growth how they will respond.
- Share the map and plan for Map poor wifi - broadband roll out more widely
- Ensure smaller local villages are included in communication, action planning and engagement work moving forward.