

TSP Conference 2010 – Initial group work outcomes

The raw feedback from the TSP conference will be used to inform the TSP Improvement Programme. The discussions at the TSP conference will support projects and wider programmes of collaboration work across the partnership.

A detailed conference outcome/action report will be taken to TSP Board on the 17th September 2010 and will replace this document on the website.

High demand households

- Key questions - Why are households in this situation? What creates the need? Where are you situated?
- There is a need for a co-ordinated response/action.
- Answer is not more provision, but more focused provision – co-location of services. Trust is key in taking actions for one another.
- If we knew 'why', would it short circuit service provision.
- We need to approach people differently to what they want/need – family group conferencing.
- Preventing first.
- People need to chose to change – self-help.
- Support time can be very demanding on staff and user – it's not all about more time, but focus. Joining up services can reduce burdens and provide a better understanding of individual/family needs.
- Can we cross match high demand households? Getting all agencies together is useful to share information.
- Each agency has different 'thresholds of need'. There needs to be one point of contact. The bureaucratic process threshold needs dealing with.
- People are alienated from service providers – and bureaucracy is a barrier.
- Councillors can gather a lot of information – an all round picture.
- Belligerent staff approach can be detrimental. Motivation of staff and morale is an important part of the service delivery.
- We need more 'brief interventions'.

Drugs and Alcohol

- Key Question – how many people do want to change habits and how do we access them?
- Alcohol misuse doesn't have the same profile as drug misuse.
- Local communities and retailers are key stakeholders and should be included in the process of finding solutions. Also need the national political will and large companies (especially supermarkets, other retailers and media outlets) to unite around the issue.
- What could volunteering and social enterprise bring to the table on this issue? These are important avenues due to resource limitations in the public sector. Can bring important expertise.
- What services are already in place that can be made better use of?
- Difficulty of enabling someone to see that chronic substance misuse is a problem in their lives and directing them to ways to deal with it.
- A number of high-demand families require intensive intervention to break a cycle of service dependency. This may not require more spending, rather better working with service users.
- Services are currently more focused on chronic misuse (heavy end drinking) rather than casual use.
- Services are too compartmentalised – separate alcohol and drug policies when in many cases the same people are involved. However, the issues are not the same and warrant a nuanced approach.
- There is a (possibly misleading) focus on individuals rather than families/social structures which leads to the casting of negative stereotypes.
- There is also the danger of grouping people together incorrectly – individuals are different.
- Challenge in transition from young person to adult.
- Alcohol misuse is socially acceptable to certain degree
- Older people use alcohol in different ways to young people but not necessarily more responsibly.
- Culture is one that does not consider the consequences of heavy drinking.
- Possible sanctions include: removing licenses, limiting off licence's ability to sell cheap booze.
- Resources – all agencies are affected in some way – Police, SCYP, Adult Services, NHS, Probation.

Public Sector Estate

- Key question - are we using the assets to benefit the community?
- How do we reorganise our existing estates around our community needs and wants?
- There is a real lack of information about what buildings exist – particularly for voluntary sector.
- The public sector estate includes vehicles, assets and buildings.
- Co-location and community buildings could be developments to better deliver services.
- Maximum economic efficiency is sometimes wrongly prioritised over community needs and wants.
- Maximum use and efficiency of existing assets especially front office.
- Is there a tension between community wants/needs and what we can afford?
- How do we group services to match service needs.
- Next steps: information for all partners, unit costs, churches schools community included in this.
- Need to question why we need any buildings?

Mental Health

- Key question - Is there an acceptance in communities that poor mental health is normal? If so, this perception that it cannot be treated effectively needs to be challenges
- Mental health vs mental illness
- Promotion and prevention is preferable to treatment – reduces cost and stops spiral.
- Commitment and integrated working between key providers.
- Commissioning process (e.g. wait to get an appointment)
- How do we support to more vulnerable?
- Cross-cutting issue – without mental wellbeing it is difficult to access employment
- Lack of consistency across areas and hard to measure.
- Need to raise profile of mental health in Tameside.
- Building resilience helps people to lead happy lives – i.e. families better placed to handle emerging problems – comes back to issue of prevention.
- A local model for prevention and recovery is required and is in development – Mental Health Promotion Strategy.
- We need to help communities build capacity support networks.
- Early intervention as a means of accommodating a 25% drop-in resource.

Early intervention and first five years

- Key question - How do we help communities to help parents to make the right choices for their children?
- What do we need to do to increase parental responsibility?
- Acknowledgement that children simultaneously operate in different environments – learning environment, physical and emotional health.
- Children and Adult Services – range of complex and related issues – strong collaboration required, couple with a shared approach 'Think Family'.
- Involve the voluntary sector more – make services accessible through these channels – may also provide an opportunity for cost savings.

Housing to support regeneration

- Key question – How do we ensure right mix of quality, quantity and accessibility?
- Traditional issues that now need innovative approaches.
- Quantity – Increase supply: more joined up thinking including streams to promote landlords.
- We need to work closely with high-demand households to free resources.
- Private sector – What role can they and will they play? Empty houses and knowledge of regeneration issues are key factors in this.
- What can social housing providers offer the private sector?
- Tackling worklessness.
- Quality – Affordable warmth initiatives – question defined standards
- Accessibility – focus on high demand residents/tenants & users of other services
- Next step – widen concept of common assessment? Appreciation of all inputs into 'high demand households'. Improved access to funding for private sector to incentivise investment.

Economic Development and Not in Education, Employment or Training

- Economic development is a broad and cross-cutting issue.
- Focus was on how we can grow economic activity on the borough, taking into account that other tables would examine how people would benefit from this growth.
- Business support is critical – attracting new businesses to set-up in Tameside, supporting native small businesses.
- Tameside has a niche economy – we need to understand which businesses are likely to grow and support them to become key employers in the borough.
- Key question – How can we make sure that people remain engaged in ways to achieve their potential?
- The group noted work in Ashton with young people of Pakistani origin to help them develop broad skill sets to reach non-traditional occupations.

Obesity

- Key questions – How do we change to social environment so that people's choice promote healthy behaviours? Is childhood obesity enough of a resource priority?
- Do all partners have enough information on the issue? We know how many children and young people are overweight/obese but is this information shared?
- We need to create a culture that moves away from an 'obesogenic' society. Information is key to this – particularly for young parents like the importance of physical activity and diet. Skill-building for all parents including working with them to provide 'taster' sessions to broaden diet and tastes.
- We must start from the beginning – Children's Centre programmes.
- Modelling good choices in public services (for example not providing cakes and biscuits at meetings with the public).
- Story 1: Family who did not own pans or have cooking skills, so they lived from the chipshop. When the baby was weaned, its first meals were mashed chips and gravy.
- Story 2: Cheetham's Park in Stalybridge wanted to plant an orchard but there was concern that members of the public would come and eat the fruits.
- Need to think about planning decisions about takeaways in local areas.
- Links to mental health and self-esteem
- Promote physical activity
- We are assuming that people are naïve – there are lots of messages coming out about physical activity and good choices in eating – Why doesn't this make a difference? Are people ignoring these? Is it about deprivation? Is it about a lack of early intervention? Is it because people don't eat vegetables at home? Do they eat for comfort?
- Access to parks and physical play – sedentary activity – temptations to snack – safety (people, vehicles).

Services for Older People

- Key questions – How can we work with the community to build capacity?
- Other important questions - Why do people need this intervention? Is this real need/issue social interaction? How can we work with the community to achieve this?
- How can we open up community buildings like schools to residents
- It's time to change the consultation model and introduce new ways of thinking about services for older people. We need to start different conversations.
- Need to support and extend community groups as a method of increasing social inclusion
- How can we increase the number of isolated older people who join groups
- These issues will be taken forward by the Older Peoples Partnership so that we can build on what we already have.