

Title: Cambridgeshire Community Navigators

Service area: Adult Social Care

What is the existing service, document or action is being impact assessed?

The Community Navigator approach would be a new service in Cambridgeshire which would support communities to make best use of existing community-based resources by signposting and referring people to services in their locality, ensuring that people are supported to maintain their health and independence and therefore preventing or delaying the need for more intensive support.

What are the aims and objectives of the service, document or action?

The core of the Cambridgeshire Community Navigator approach is to develop a bespoke support related service that acknowledges and addresses the multiple and often complex needs of individuals. The project's "workforce" of Navigators focus on people's whole needs by supporting them to find their way through the, often complicated systems and access integrated, personalised information and services.

This project would employ one Countywide Community Navigator Coordinator, five District Navigator Facilitators and would have a network of Community Navigators volunteers with knowledge of their community, experience of using health, housing and social care services, and a vision for co-creating new types of service, ensuring that the principles are embedded in the local community that builds the capacity and resilience of local people.

The vision for the Community Navigators project is to support Cambridgeshire residents navigate the range of health, social care and other services available. It will also provide support through referring to voluntary organisation services, peer support groups. The project should deliver against the following objectives:

- Meet unmet needs with unused resources.
- Reduce social isolation and build strong social networks and active communities provide an effective way of engaging communities and building social capital
- Engage hard-to-reach people turn people from passive recipients of services to active participants and co-producers of their own wellbeing provide an important low-level intervention to assist people to live independently in their own homes and prevent or reduce demand on services
- Support recovery after illness or accidents supplement services to make them more effective offer support and rewards to people who volunteer informally or engage with agencies increase customer satisfaction and trust in services and agencies be a cost-effective solution to addressing priorities and concerns of local agencies.
- Transform service delivery through partnership working into sustainable community-led services

What is the proposed change? What will be different?

This is a new service for older people in Cambridgeshire. The Community Navigator approach would actively invest in community capacity and low level preventative measures to support older and vulnerable people stay healthy, independent and well. The overall project objective is to reduce the potential demand on statutory services in coming years and to support communities to find lower level prevention solutions within their own community.

Who is involved in this impact assessment?

Head of Quality and Transformation, Officers of the Quality and Transformation Team.

What will the impact be?

This new service will support older and vulnerable people in Cambridgeshire to access the required support and information they need to maintain healthy, independent lives. Therefore the impact on Cambridgeshire residents will be positive.

What will the impacts on these groups be?

The impact of this model will support people in accessing the often complicated range of voluntary and statutory services in their communities to help maintain active lives.

What evidence has been used to inform this view?

The need for this navigation role is underpinned by the findings from the *Adult Social Care Prevention - Summary Report of Current Activity in Cambridgeshire* and best practice examples such as the POPPS models (Appendix 1). The evidence base indicates that approaches aimed at promoting health, well-being and independence can prevent or delay the need for higher intensity or institutional care.¹

The report analysed best practice, and using Dorset as a case study, suggests that primary services work best with an active, community-led approach, building on a base of community grassroots activity and enabling communities to identify their own needs and access support with addressing them. The report also highlights the mix and coverage of community activity in Cambridgeshire through analysis of Cambridgeshire.net, a web based directory of services, and suggests this as a base for developing the Community Navigator approach.

The significance of community based preventative work is further supported by research carried out by the University of Cambridge who were commissioned on behalf of the Cambridgeshire Older People's Reference Group to explore older people's access to and experience of different services in Cambridgeshire².

One of the key research questions which formed the basis of this research project was – What services do older people use in Cambridgeshire? The report highlighted that health services were vital and were used by everyone. Most people used the bus and were reliant on their free bus pass. The library was an important service for those in the 'younger' old age groups. However, it was very apparent from the research that services that provide social interaction and social activities are very highly valued, particularly amongst the 'older' old age groups. Several participants involved in the research described the social activity they took part in as a "lifeline". People also described wanting to get out and meet people and to avoid being lonely.

The research also highlighted that survey respondents, whose age profile was younger, said that most services they use are provided by either the local council or by private providers, but very few by the voluntary sector. However, the interviewees who attended social activities were reliant in most cases on voluntary sector provision or assistance, even though most interviewees made a financial contribution towards the activity.

The most common issue raised in this report was loneliness. Here the voluntary sector organisations provided highly valued social activities that helped to keep the older people who participated in the research happy and positive.

What plans are in place to mitigate any negative impacts identified?

Discussions have already begun with voluntary sector partners. A workshop with representatives from Care Network, Age UK, Cruse Bereavement, South Cambs District Council, CCC Contract and Procurement team and CCC Research Team was held to discuss the triggers that lead people into social care and the services that are available in Cambridgeshire.

Further discussions with partners will continue throughout the project development to mitigate any negative impacts.

Making a judgement

Age - final judgement of your service, document or action's impact: **Positive**

¹ National Evaluation of Partnerships for Older People Projects: final report (DH, 2010)

² Service use amongst older people in the Cambridge area A report for the Cambridge Older Peoples' Reference Group Cambridge University, January 2012)

Sex - final judgement of your service, document or action's impact: **Neutral**

Issues or opportunities that need to be addressed:

Gender reassignment - final judgement of your service, document or action's impact: **Neutral**

Issues or opportunities that need to be addressed:

Disability - final judgement of your service, document or action's impact: **Positive**

Part of the support provided would ensure that older people were being referred to services to enable them to continue to live independently.

Issues or opportunities that need to be addressed:

Ethnicity, race and culture - final judgement of your service, document or action's impact: **Neutral**

Issues or opportunities that need to be addressed:

Sexual orientation - final judgement of your service, document or action's impact: **Neutral**

Issues or opportunities that need to be addressed:

Religion/(non-)belief - final judgement of your service, document or action's impact: **Neutral**

Issues or opportunities that need to be addressed:

Rural isolation - final judgement of your service, document or action's impact: **Positive**

Delivering support to the wider community would help reduce social isolation.

Issues or opportunities that need to be addressed:

Deprivation - final judgement of your service, document or action's impact: **Positive**

Delivering this service could help to reduce deprivation as Community Navigators would signpost people to gain support to manage their finances and benefit claims.

Issues or opportunities that need to be addressed:

Action planning

Officers from the Quality and Transformation Team will work with partners to ensure the project development process allows voluntary organisations and older people to input into the development of this service.

Monitoring and review

If any of the actions above are not in an existing action plan, how will you monitor them?

When will you review this impact assessment?

Following the agreement of the final service specification

Who will be responsible for the review?

Head of, and officers of, the Quality and Transformation Team

Community cohesion (optional)

Will this service, document or action help community groups to develop a vision of a shared future? Yes

Will it help community groups to improve their understanding and respect for each other? Yes

Will it promote engagement of children and young people? Yes

Have local stakeholders and community leaders been engaged in the planning? Yes

