

## Appendix 1 - Personalised Support Pilot Roles and Responsibilities

### TEAM OFFERS

#### Transformation Team

- To provide overarching pilot support
- Assist in the strategic & operational design of the pilot
- Support the development of an evaluation/impact measurement framework

#### Fenland Hub

- Signposting to relevant organisations currently 90+ organisations during the pandemic.
- Using local knowledge and skills advisers are also able to provide support with various issues e.g. homelessness, council tax reductions, discretionary housing payments etc.
- Access to future foodbank vouchers however we would look to refer resident to CAB via our agreement (currently until end of October 2021). This would ensure ongoing support/ holistic approach.

#### Think Communities

- Take a holistic approach to understand the person's whole self, taking time to understand what a resident needs to enable them to achieve and to overcome the challenges they face.
- Link users into individual/personalized support to help navigate and access universal services. This could include: Income maximization, Debt advice, Budgeting, Fuel Poverty, Homelessness, Language difficulties
- Avoid duplication of services and work with individuals to help them access support as well as help join up services.
- Track where service users are within the system to ensure they are receiving the help / support required

#### County Hub Navigator

- Professional friend
- Someone to stand with/come alongside resident
- Guide through services
- Relationship based bespoke service
- Someone to check in with
- Time to understand the needs more fully
- Signposting
- 'Central' case management
- Emergency vouchers