

Using County Durham's Approach to Wellbeing

Health and Wellbeing Board

11 September 2020

Altogether better



Wellbeing Approach

People and Places

Empowering communities

working with communities to support their development and empowerment

Being asset focused

acknowledging the different needs of communities and the potential of their assets

Building resilience

helping the most disadvantaged and vulnerable, and building up their future resilience

Supporting Systems

Working better together

working together across sectors to reduce duplication and ensure greater impact

Sharing decision making

designing and developing services with the people who need them

Doing with, not to

making our health and care interventions, empowering and centred around you as an individual

Using what works:

everything we do is supported by evidence informed by local conversations.



Response to Covid-19 – Development and Evaluation of County Durham Together Hub

Empowering Communities

- Utilises community assets to signpost and refer / free food parcels to those considered vulnerable.
- Clients encouraged to make contact with local groups/support themselves to help build personal resilience.

Being Asset Focused

- Established to meet the essential, new and unmet needs of residents
- Community Hub /updating of Locate helped identify areas across the county where the VCS may not be as strong.

Building Resilience

- Support to those most affected by the pandemic including proactive calls to those shielding.
- At the outset key referral pathways were established to ensure direct and timely referrals.

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Response to Covid-19 – Development and Evaluation of County Durham Together Hub

Working Better Together

- Good partnership working to address the unprecedented circumstances experienced by all in society and most acutely by those with least resilience and personal resource.
- Engagement and co-production with key partners have supported the County Durham Vision aims of “Connected Communities”.

Sharing Decision Making

- The adoption of this principle was limited due to the timescale dictated by the pandemic however it has evolved and developed based on client feedback.

Doing with, Not to

- A person centred approach addressing the holistic needs and seeking to empower. Call handlers trained in MEC and effective communication.

USING WHAT WORKS

- Some people were unable to meet their basic needs due to shielding/self-isolating/symptoms.

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Work with Commissioning – Progress to Date

- **Project Alliance** – outcomes are underpinned by the Approach.
- **Embedding in the tender process** (DCC PH and Adult Social Care) – This will then be evaluated annually as a routine part of contract monitoring.
- **Joint Commissioning** – looking at how we can have a consistent approach with both Health and DCC contracts
- **County Durham Place Based Commissioning and Delivery Plan 2020-2025** – All outcomes measured against the SAF to ensure that wellbeing is being considered for all chapters. Promoting system wide culture change.

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Developments and Plans

- **Evaluation** – Ethical approval granted & phase 1 of the evaluation will begin soon – linked to Covid-19 response.
- **Community Buildings** – Explore how the approach can be used to support the development of new/existing projects as real community-based assets informed by what different communities need.
- **Preparing the VCS for Project Alliance** – to look at existing services and further develop in preparation for alliance contracting.
- **Community Engagement about how we are going to deliver services using the approach** – Also explore different ways of doing this.
- **Covid-19 Recovery** – how the approach can be used to shape services and service delivery.

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