

A Memorandum of Understanding (MoU) to support joint action in Lincolnshire on improving health and wellbeing through the home



Housing, Health and Care – A practical partnership

Why a Memorandum of Understanding (MoU)?

1. The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.
2. We in Lincolnshire will work together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs.
3. This Memorandum of Understanding sets out:
 - Our shared commitment to joint action across local government, housing, health and care sectors, in Lincolnshire;
 - Principles for joint-working to deliver better housing, health and wellbeing outcomes and reduce health inequalities;
 - The context and framework for local cross-sector partnerships to design and deliver:
 - o Appropriate levels and types of housing, to meet a range of needs;
 - o Healthy homes, communities and neighbourhoods which promote health and wellbeing;
 - o Integrated and effective services that meet individuals', their carer's/carers' and their family's needs;
 - A shared action plan, with specific actions agreed by individual partners in accordance with their own policies, to help deliver these aims.
4. Working together, we will:
 - Establish ways to secure, interpret and share evidence to support local dialogue and decision-making across local government, health, social care and housing sectors;
 - Enable improved collaboration and integration between housing, health and care agencies in planning, commissioning and delivering homes and services;
 - Promote the housing sector's contribution to:
 - o Addressing the wider determinants of health and health equity.
 - o Improving the patient experience and outcomes.
 - o 'Making Every Contact Count' (MECC).
 - o Safeguarding.
 - Promote the contribution of health and care services, whether directly delivered or commissioned from others to:
 - o Enable people to secure and remain in their homes.
 - o Reduce homelessness.
 - o Maintain access to education, employment and their wider community.
 - Develop the workforce across all sectors so they are confident and skilled in understanding the relationship between where people live and their health and wellbeing and are able to identify suitable solutions to improve outcomes.

Context

5. The Health and Social Care Act 2012 introduced a number of provisions intended to improve the quality of care received by patients and patient outcomes, efficiency, and to reduce inequalities of access and outcomes. Provisions require co-operation between the NHS and local government at all levels. The Health and Wellbeing Board (a partnership of all those working to advance the health and wellbeing of the people in Lincolnshire), also have a duty to encourage commissioners to work together.
6. The Children and Social Work Act 2017 outlines that Local Authorities and Partners must consider the needs of looked after children, care leavers and young people. Through this group we are able to ensure that service planning and designs meet the needs of young people and reduce the need for intervention and support in later life. We should afford all children the same care, nurture, health and well-being opportunities, and ensure Looked After Children and Care Leavers have the same life chances as any other child or young person. The corporate parenting principles outline that good, responsible parenting involves, but is not limited to:
 - Making sure that children and young people have a strong sense of belonging, and that they are cared about as well as cared for.
 - Supporting children and young people through school, college or work, being ambitious for them and helping them develop a sense of aspiration and self-belief.
 - Making sure children and young people are safe.
 - Making sure children and young people are healthy, and health-aware, and are offered the very best parenting.
 - Making sure children and young people have the best start in life and opportunities to thrive and grow.
 - Making sure children and young people are actively listened to, respected and valued, encouraging them to develop and participate as citizens now, not simply as 'citizens in waiting'.
 - Encouraging and supporting children and young people to form and sustain a range of healthy relationships, developing how they manage their feelings and behaviours, and understanding those of others.

Safe and secure accommodation is fundamental to ensuring all of the above and ensuring the wellbeing of young people and those transitioning into adulthood at 18 years old. By working together we can reduce the need for local authority and health intervention in later life by offering young people stability and suitable accommodation earlier.

7. The Care Act 2014 aims to improve people's quality of life, delay and reduce the need for care, ensure positive care experiences and safeguard adults from harm¹. Local authorities in Lincolnshire are required to consider the physical, mental and emotional wellbeing of the

¹ The Care Act relates primarily to people aged 18 and over but young people approaching adulthood and those caring for an adult or in families of someone receiving care should also benefit. The Children and Families Act 2014 is also relevant to young people with care and support needs.

individual needing care, and assess the needs of carers. They must ensure the provision of preventative services and carry out their care and support functions with the aim of integrating services with those provided by the NHS or other health-related services.

8. The Care Act calls for:

- A shared vision and culture of cooperation and coordination across health, public health, social care and local authority roles, e.g. as housing commissioners, working closely with public, voluntary and private sector providers to improve services.
- A whole system, outcomes based approach to meeting the needs of individuals, their carer(s) and family, which is based on a robust understanding of the needs of individuals, their carer(s) and families now and in the future.
- Consideration to the health and wellbeing of the workforce and carers.
- Solutions to meet local needs based on evidence of 'what works'.
- Services that will address the wider determinants of health, e.g. housing, employment. Integrated health, care and support, and housing solutions could make best use of the budgets across the NHS, local authorities and their partners to achieve improved outcomes for less; for example, drawing on the Better Care Fund to support service transformation.

9. The Homelessness Reduction Act (2018) requires a stronger focus on preventing homelessness, extending the statutory duties of local housing authorities and places a duty to refer on a wide range of agencies to support prevention and early intervention.

10. Lincolnshire's Health and Wellbeing Board has legal duties to undertake Joint Strategic Needs Assessment (JSNA). Lincolnshire's JSNA includes a topic on Housing. The Board must also produce a Health and Wellbeing Strategy. Lincolnshire's Strategy includes a Housing Priority. This recognises that:

- Poor housing, unsuitable housing and precarious housing circumstances affect our physical and mental health. Generally speaking, the health of older people, children, disabled people and people with long-term illnesses is at greater risk from poor housing conditions. The home is a driver of health inequalities, and those living in poverty are more likely to live in poorer housing, precarious housing circumstances or lack accommodation altogether.
- Key features of the right home environment (both permanent and temporary) are:
 - o It is warm and affordable to heat.
 - o It is free from hazards, safe from harm and promotes a sense of security.
 - o It enables movement around the home and is accessible, including to visitors.
 - o There is support from others if needed.
- The right home environment can:
 - o Protect and improve health and wellbeing and prevent physical and mental ill-health.
 - o Enable people to manage their health and care needs, including long-term conditions, and ensure positive care experiences by integrating services in the home.

- Allow people to remain in their own home for as long as they choose.
- In doing so it can:
 - Delay and reduce the need for primary care and social care interventions, including admission to long-term care settings.
 - Prevent hospital admissions.
 - Enable timely discharge from hospital and prevent re-admissions to hospital.
 - Enable rapid recovery from periods of ill-health or planned admissions.

11. In Lincolnshire the right home environment is enabled by a range of stakeholders (not exhaustive):

- The Health and Wellbeing Board has a duty to understand the health and wellbeing of their communities, the wider factors that impact on this and local assets that can help to improve outcomes and reduce inequalities. The inclusion of housing and housing circumstances, e.g. homelessness in Joint Strategic Needs Assessments and the Board's Strategy supports this MoU and steers local commissioning.
- Local housing and planning authorities² commission the right range of housing to meet the needs of people living in Lincolnshire, and intervene to protect and improve health in the private sector, to prevent homelessness and enable people to remain living in their own home should their needs change.
- Housing providers' knowledge of their tenants and communities, and expertise in engagement, informs their plans to develop new homes and manage their existing homes to best meet needs. This can include working with NHS providers to re-design care pathways and develop new preventative support services in the community;
- Housing, care and support providers provide specialist housing and a wide range of services to enable people to re-establish their lives after a crisis, e.g. homelessness, or time in hospital, and to remain in their own home as their health and care needs change. Home improvement agencies and handyperson services deliver adaptations and a wide range of other home improvements to enable people to remain safe and warm in their own home.
- The voluntary and community sector offers a wide range of services, from day centres for homeless people to information and advice to housing support services.

12. All stakeholders understand the needs of their customers and communities; their knowledge and insight can enable health and wellbeing partners to identify and target those who are most in need.

² Local housing and planning authorities in two-tier areas are the district councils.

Oversight

13. We aim to act and work together to ensure momentum continues in the coming years.
14. The key signatories to this MoU will be represented at the Housing, Health and Care Delivery Group. The group will review progress annually and agree if changes are required to the MoU or the action plan.
15. The Joint Health and Wellbeing Strategy (JHWS) identifies housing as a priority. A delivery plan is in place and puts the responsibility on a range of people across housing, health and care. We will use JHWS delivery plan for housing as the basis for our actions, but it will not be limited to this.
16. All relevant agencies are invited to adopt this MoU, contributing to the local evidence base, needs analysis, commissioning and service delivery, and agree to work towards and meet the aims and delivery plan of this document.

Indicators of Success

1. Better strategic planning:

Include housing and homelessness in key strategy and planning processes for health, social care and local government at a local level. The planning processes should be responsive to the needs and input of local communities. They should deliver good quality housing options for all, meeting both current health needs across the lifespan and be responsive to future changes.

2. Better understanding of the preventative role of housing:

Place greater recognition the role a stable and secure housing situation plays in keeping people healthy, independent and preventing ill health or injury. There is a strong case for investment in improving poor housing, as well as providing new and specialised housing.

3. Greater collaborative care:

Greater joint action on the contribution housing can make in different care pathways, including prevention, transfer of care or discharge planning.

4. Better use of resources:

Use our resources more effectively to improve health through the home, prevent illness, manage demand and deliver service improvements across local housing, health and social care sectors.

5. Improved signposting:

Frontline housing, homelessness, health and social care professionals should know which services and interventions are available locally across other sectors, and how to refer people into these. There should be greater awareness among the general public about the services they can access to improve their home environment where this is affecting their health and wellbeing outcomes.

6. *More shared learning:*

Housing, homelessness health and social care professionals to have the appropriate training to better prevent ill health and promote good health and wellbeing through the home, and deliver integrated care and support across the sectors.

7. *Wider sector engagement:*

Increase the number of signatories to the MoU, including organisations representing frontline professionals and experts by experience.

Declaration Statement for Lincolnshire

We, the organisations listed below, support this Memorandum of Understanding.

<p>Boston Borough Council</p>	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	<p>We support the aims of the Memorandum of Understanding</p>
<p>East Lindsey District Council</p>	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	<p>We support the aims of the Memorandum of Understanding</p>
<p>City of Lincoln Council</p>	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	<p>We support the aims of the Memorandum of Understanding</p>
<p>LACE Housing Association</p>	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	<p>We support the aims of the Memorandum of Understanding</p>
<p>Lincolnshire Community Healthcare Services NHS Trust</p>	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	<p>We support the aims of the Memorandum of Understanding</p>

Lincolnshire County Council	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	We support the aims of the Memorandum of Understanding
Lincolnshire Partnership NHS Foundation Trust	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	We support the aims of the Memorandum of Understanding
North Kesteven District Council	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	We support the aims of the Memorandum of Understanding
South Holland District Council	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	We support the aims of the Memorandum of Understanding
South Kesteven District Council	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	We support the aims of the Memorandum of Understanding
United Lincolnshire Hospitals NHS Trust	<p>The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.</p> <p>We are committed to working together, across local government, housing, health, care, and voluntary and community sectors to understand and respond to current and future needs in Lincolnshire.</p>	We support the aims of the Memorandum of Understanding

West Lindsey District Council

The right home environment is essential to health and wellbeing, throughout life. Timely and appropriate support services enable people to live at home safely and independently.

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We support the aims of the Memorandum of Understanding

Joint Health and Wellbeing Strategy | **Delivery Plan**

Priority | **Housing and Health**

Objective	Key Deliverables/Actions	Linked Theme	Outcome	Lead Responsibility	Timescale
<p>Our shared commitment to joint action across local government, health, social care and housing sectors, in Lincolnshire through an agreed Memorandum of Understanding.</p>	<p>Host a targeted workshop to jointly develop and create a MoU with all members of the HHCDG (invite representative member of the HWB).</p> <p>Agree an action plan with measurable outcomes.</p> <p>Ensure the HWB signs off the MoU.</p> <p>Agree and appoint champions members of the HHCDG to act as the voice for Lincolnshire ensuring that we are committed to be the collective voice to seek appropriate support to help the housing market, especially for specialist housing for disabled people.</p> <p>Ensure information sharing arrangements</p>	<p>1, 2 & 5</p>	<p>A formal signed MoU in place.</p> <p>Measurable outcomes such as tasks that will:</p> <p>Review the effectiveness and positive impact the HHCDG has made.</p> <p>Adopt a positive culture regarding</p>	<p>Cllr Bowkett Derek Ward</p>	<p>July/Sept 2018</p> <p>Agree yearly dates for annual effectiveness review.</p>

Objective	Key Deliverables/Actions	Linked Theme	Outcome	Lead Responsibility	Timescale
	<p>are in place to support closer working, problem solving and escalation processes.</p> <p>Ensure the MoU covers key areas of legislation such as the Homelessness Reduction Act 2017</p>		<p>funding and budget savings "we are in it together".</p> <p>Capture areas of improved practise due to the HHCDG for example development work identifying invisible young carers.</p> <p>Evaluate core areas of work which require housing health and care colleagues to joint work such as DFG.</p> <p>Clear objectives and understanding of a shared responsibility of housing.</p>		

Objective	Key Deliverables/Actions	Linked Theme	Outcome	Lead Responsibility	Timescale
Adopt a whole family approach to tackling housing needs.	<p>Embrace opportunities such as the New Wellbeing service to embed a whole house approach.</p> <p>Develop and influence a whole house approach with-in the neighbourhood teams</p> <p>Work with MECC to develop a Whole Housing Approach Toolkit and awareness training package which includes an area of safeguarding training.</p> <p>Work with the young Carer's Service to plan how to identify the hidden young carers who are invisible to the housing process.</p> <p>Proactively work towards a county wide consistent approach to working with under 25's looked after children, example all DC helping their housing issues i.e.: council tax.</p>	1, 3 & 5	<p>Create housing champions in neighbourhood teams and wellbeing service.</p> <p>Deliver MECC training to a targeted number of people.</p> <p>Number of young people identified as a YC.</p> <p>Develop and create New pathways for dealing with YC, amending policies as required.</p>		2019
Concerted action across partners to tackling homelessness	Developing strategic relationships and partnerships through the Homelessness Strategic Partnership to deliver concerted action across partners to tackle homelessness	1, 3 & 5	Established cross sector senior group with a clear delivery plan and oversight of	Alison Timmins	2018/19

Objective	Key Deliverables/Actions	Linked Theme	Outcome	Lead Responsibility	Timescale
	<p>Explore the opportunity for a standalone topic for JSNA for homelessness.</p> <p>A clear action plan to respond to the increase in rough sleeping.</p> <p>Deliver the social impact bond project ACTion Lincs working with entrenched rough sleepers with complex needs.</p> <p>Improve access to health and treatment services to reduce or prevent homelessness.</p>		<p>the county wide homelessness strategy.</p> <p>Improved evidence and understanding of rough sleeping and an agreed plan of action to respond including informing commissioning decisions.</p> <p>ACTion Lincs project delivering long term life changing support for 120 entrenched and complex need rough sleepers across the county.</p> <p>Improved evidence and understanding regarding the health needs of homeless</p>		

Objective	Key Deliverables/Actions	Linked Theme	Outcome	Lead Responsibility	Timescale
			people in Lincolnshire and how this can inform health service provision.		
Ensure people have the knowledge and capability to access and maintain appropriate housing	<p>Develop and Embed a Sustainable Housing Plan for vulnerable people (including those with mental health needs) and young people which would see the introduction of multi- agency meetings before evictions especially for those who are known to adult social care and would have safeguarding concerns.</p> <p>Connect to the Financial Inclusion Partnership Board (FIP) for joint working and collaboration.</p> <p>Explore support and advice to private sector landlords to reduce evictions</p> <p>Work with DWP to ensure vulnerable people are supported through the implementation of Universal Credit</p>	1, 3 & 5			2018/19
Review supported housing arrangements across partners to support vulnerable people with complex presenting needs,	All stakeholders and partners to contribute and agree with a proactive programme to deliver much needed extra care beds.	1, 2, 3 & 5			

Objective	Key Deliverables/Actions	Linked Theme	Outcome	Lead Responsibility	Timescale
(including extra care and DFG)	<p>Improve and deliver quicker adaptations:</p> <ul style="list-style-type: none"> • Agree a county wide schedule of rates for Lincolnshire to drive improvements • Work with the Moving forward DFG group to identify top 5 actions and recommendations as published by Foundations. • Action plan phase two of Mosaic to improve pathways and intelligence supporting DFG • Embrace and adopt a culture change which is dissolved and extended to other staff regarding the "we are in it together". • Celebrate success and promote good practise. • On a local level for Lincolnshire, address the current inequalities on who is eligible for DFG e.g. those in council property (some of the poorest people in our communities) through their landlord HRAs pay for adaptations but tenants in the RP sector receive adaptations out of general taxation. 		<p>Improved time scales and process</p> <p>Improved joint working for BCF outcomes</p> <p>Improved evidence of data to drive improvements</p>	Moving Forward DFG Group	Sept 2018
Understand and address housing related delayed transfers of care	<p>Develop a hoarding protocol and policy to understand and address the demand hoarding presents to DTOC</p> <p>Review and evaluate learning from the</p>	1 & 2		<p>Lisa Loy</p> <p>Rachel Redgrave</p>	2018/19

Objective	Key Deliverables/Actions	Linked Theme	Outcome	Lead Responsibility	Timescale
	<p>Hospital housing Link worker</p> <p>Develop Key contacts list for staff to use and help navigate the Housing Health and Care arena.</p> <p>Influence the Public health intelligence team to 'deep dive' into the data and intelligence presented by DTOC</p> <p>targeted work with LPFT to created new Housing pathways</p>			Sem Neal	
Addressing poor standards of housing and the level of appropriate housing required	<ol style="list-style-type: none"> 1. Influence investment and consideration to using funding opportunities to address poor houses. 2. Use the research and evaluation from Healthwatch to demonstrate how poor housing impacts on your health. 3. Develop and Embed a Sustainable Housing Plan for vulnerable people, this will identify each vulnerable person and capture the barriers presented. The plan would be based on the same principles of the homelessness housing plan 4. Poverty and poor housing standards are prevalent in all districts, often and notably in the private rented sector (not always). As a newly established group we 	1, 2, 3 & 5		Housing, Health and Care Delivery Group	2019

Objective	Key Deliverables/Actions	Linked Theme	Outcome	Lead Responsibility	Timescale
	<p>should work towards and encourage a collective approach to this. An action should be to influence and embed suitable initiatives about tackling rogue landlords, promoting good landlord schemes</p>				

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