



# Vulnerable People in Rural Areas

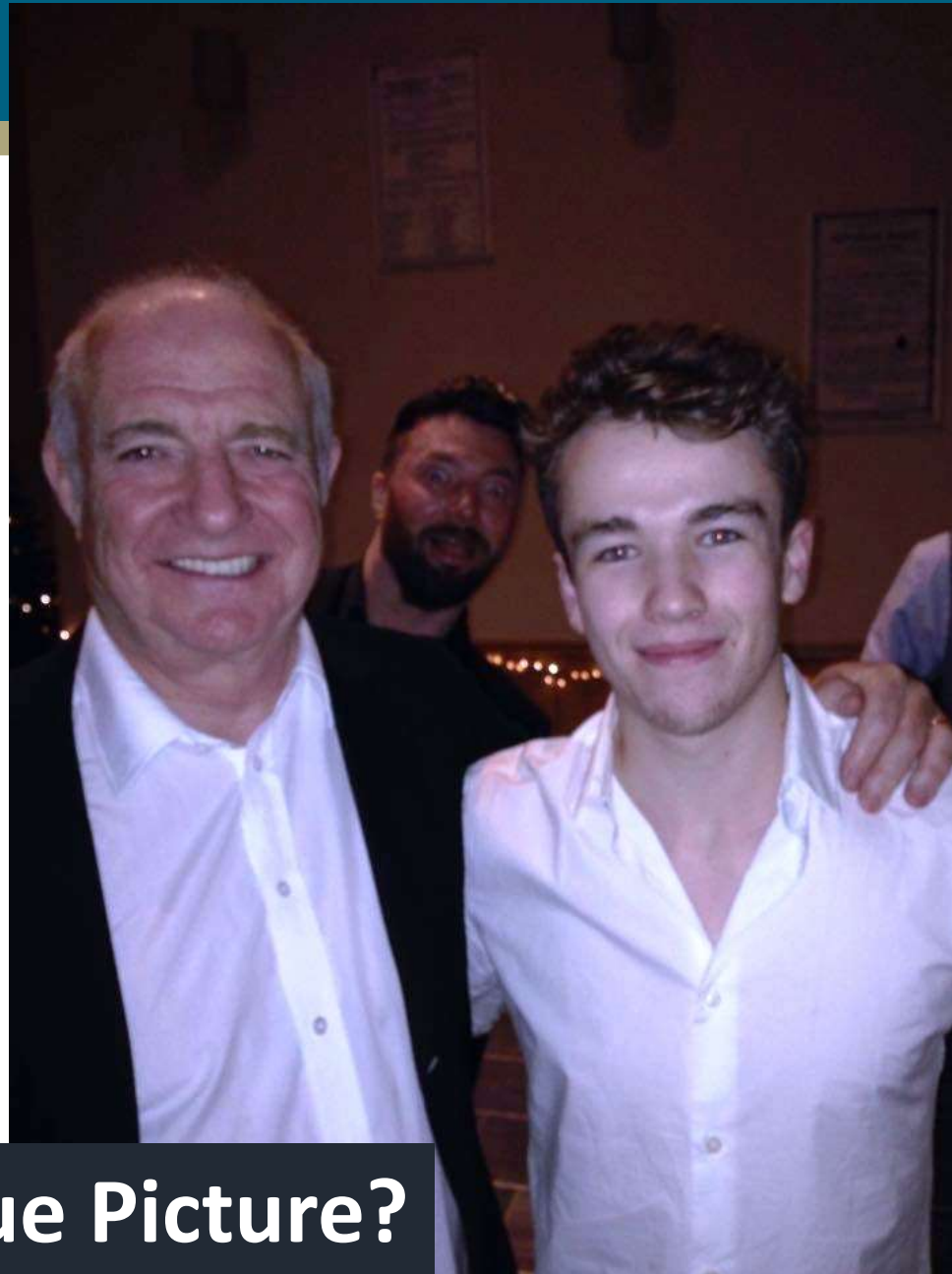
## Health, Wellbeing and Support

- Cross Sector Partnership – hosted by Cornwall Council – No Money
- Established 2003 – one of the inclusion voices in Cornwall
- **“Challenge with diplomacy”** where services do not help people
- Are pro-active and re-active to inclusion issues
- Never duplicate
- Support
  - Health and Well Being Board, The Employment Skills Board .....
- Champion links between work and health
- Develop links and pathways between people and economic regeneration
- Work with Customers and Partners

rugged







**The True Picture?**



- **17** neighbourhoods are **most deprived** in England.
- **19%** of children live in **poverty** and in some areas **58%**.
- **68** rough sleeping. Down approx. 31% dropped from 3<sup>rd</sup> to 10<sup>th</sup> in highest rough sleeping areas list



- **1 in 5** have no qualifications.
- **75%** of over 75's suffering **chronic illness**.
- **29,000** properties **not** permanently lived in.

## Responses

- Who can help people in crisis and where do we (as professionals) go if we don't know who can help?

## Progression

- How do we ensure people get a consistent service that supports them through the crisis and beyond?

## Prevention

- What do advice and guidance services need to look like to ensure needs are met *before* a crisis occurs?

- **21%** economically inactive (1/3 due to ‘long term sickness’)
- **35.9%** gap in the employment rate between those with a long-term health condition and overall employment rate.
- **59,600** people claiming ESA in Cornwall, up from 49,730 in 3 years.
  
- Most common conditions for people claiming Employment Support Allowance:-
  - Mental health and musculoskeletal conditions - account for 70% of total ESA claimants



- **Unhealthy workforce slows the economy**
  - **lost productivity,**
  - **reduces income tax receipts,**
  - **increases in long-term sickness**
  - **and increases healthcare costs.**

**Whenever an out-of-work claimant moves into a job at the Living Wage, the local economy benefits on average by £14,436 annually.**

## ❑ Inclusion Cornwall Hub

- ❑ Central resource – Up to date local knowledge

## ❑ Winter Wellbeing (Warm and Well)

Fuel poverty in England is measured using the Low Income High Costs (LIHC) indicator.

- ❑ they have required fuel costs that are above average (the national median level)
- ❑ were they to spend that amount, they would be left with a residual income below the official poverty line

## ❑ Helston and the Lizard Works

- ❑ Target a Rural Area



**Listening**

- **We have developed a low cost model that maximises outcomes by utilising our unique centrality, partnerships and networks to ensure people access all the support available to them.**
- Key Health partners - Mental Health, NHS, GP's, CPN's
- We provided triaging, signposting, referring, advocating and follow up as appropriate to build a bespoke package of support for each individual or family referred

what are other  
words for  
passed over?



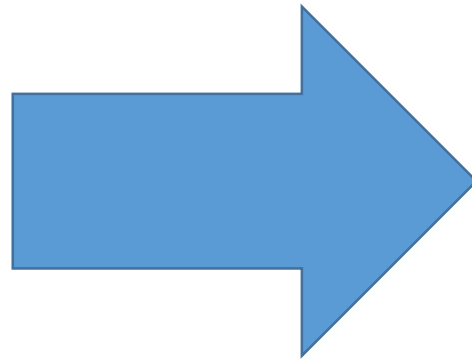
ignored, overlooked,  
disregarded, skip, neglected,  
missed, forgotten, omitted,  
overlook, pass by





**3000 referrals  
a year**

**1130 translate to a  
Hub Conversation**



**Whole Person**

**Listen**

**Opportunities**

**Triage**

**Signpost**

**Self-responsibility**

**Challenge**

**Check up**

- Progressed 1130 referrals and averaged 50 general enquires a week
  - Cornwall Council Discretionary Fund applicants
    - **Crisis, Discretionary Housing Payment and Council Tax support**
- Multi Agency Training to over 115 frontline workers annually to change behaviours
- The membership of our Resource Sharing network remains active and has grown with over 400 members
- 18 Resources sheets on our website, driven by identified need – housing, debt, crisis
- **Keep Up-to-Date**



Inclusion Cornwall

## Life Ladder

Score	Current Situation
5	Moved into employment or improved pre-existing employment or reached financial stability
4	Longer term engagement with support service with evidence of good progression towards outcome
3	Engaged with a support service (includes training provider, funder, volunteer placement provider) and on the road towards outcome
2	More detailed information given. Evidence of having acted on info to contact a service or to improve circumstances
1	Received some information and signposting. No follow up wanted or unable to contact for follow up
-1	Just About Managing – worried about paying bills, debts less than 1K, financial balance is delicate and any unexpected cost would unfavourably throw the balance
-2	Risk of losing job or affected by benefit interruptions. Larger debt or debts with multiple creditors
-3	Can't Eat / Can't Heat. Financial issues are such that there is no available cash for food or fuel
-4	Sofa surfing, Imminent risk of homeless or; Combination of immediate financial need plus two multipliers
-5	Street Homeless or; Combination of immediate financial need plus three multipliers



Inclusion Cornwall

## The Inclusion Cornwall Crisis Scoring Ladder

We have developed the Inclusion Cornwall Crisis Scoring Ladder for two reasons:

1. To capture a picture of crisis in Cornwall
2. To capture the progression of the people through the crisis

We recognise the importance helping people at the point of crisis but also until they reach a point of stability. Our focus remains on prevention but anecdotal evidence on crisis requires the development of this evidence.

**If you want to talk to us about how to access help for someone, you can call the Inclusion Cornwall Hub on 01872 326440 or email Elle Moseley at: [emoseley1@cornwall.gov.uk](mailto:emoseley1@cornwall.gov.uk)**

### How to use the Multiplier to make the right score

Multipliers are factors which make it more difficult for people to cope when they experience problems. This is to reflect the added complexity of their situation. We have given an indicative list below but you may come across others.

Where someone is presenting a combination immediate financial need and two multipliers they should be automatically scored -4.

Where someone is presenting with immediate financial need and three or more multipliers, they should be automatically scored -5.

### Multipliers:

- Advocacy needs
- Bereavement
- Carer
- Debt
- Dependent children
- Digital Isolation
- Domestic abuse
- Ex Offender
- Fuel poverty
- Functional skills need
- Large Family
- Learning difficulty
- Lone parent
- Mental health issues
- Migrant Worker
- No support network
- Older person
- Physical health issues
- Potentially Violent
- Pregnant
- Redundancy
- Relationship breakdown
- Rurally isolated
- Substance Misuse
- Substandard/overcrowded Housing
- Veteran
- Victim of Crime
- Young person (under 25)





- 30 Partners
  - 1439 Called us
  - 318 households Central Heating systems
  - 254 crisis payment for fuel
- 
- 63 Hospitals Admissions Prevented
  - Saving the NHS £61,000

8<sup>th</sup> Year







## Toolkits launched to combat fuel poverty and cold homes across England

### Local Authority toolkit

- call to action to work together
- many homes as possible are energy efficient by 2030 to stay warmer for less

### Health toolkit for health services

- identify and refer patients who are vulnerable to living in a cold home
- Considering what may be making the person ill.



The toolkits can be found at :

<https://www.citizensadvice.org.uk/cold-homes-toolkit/>

Funded by Department of Business Energy and Industrial Strategy, produced by Cornwall Council and Citizens Advice

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)



**Helping Helston and the Lizard to Work**

**Isolated**

**Rural**

**Services**

**Health**

After 12 months	No.,s Engaged	Target	
Total Engaged	258	200	+58
Into Work	108	40	+68
Work Placement	9	80	Overall +40
Training	43		
Into Volunteering	9		

**Currently 145 customers**

Helping customers  
know what was on offer











Presentation Day



01872 326440

**hello@inclusioncornwall.co.uk**

**[www.inclusioncornwall.co.uk](http://www.inclusioncornwall.co.uk)**

**@inclusioncnwall**

