

COMPACT AT WORK



Compact Awards 2013:
Shortlisted

Redbridge: Supporting the community with a holistic, multi-agency partnership

Redbridge First Response Service (ReFRS) is a unique, innovative, multi-agency partnership model in Redbridge. ReFRS ensures that health and social care services are provided to local people in a holistic and coordinated way, and was set up following a consultation process and with ongoing engagement with partners and service users.

The scheme revolves around working together to provide Redbridge residents with easy access to services that can support their wellbeing, safety, choice and independence. The scheme is a referral service for vulnerable adults aged 18 and over living in Redbridge and is run in partnership with trusted providers including the council, police service, fire service, voluntary groups and other organisations who work with vulnerable adults.

What Happened

Voluntary sector partners and front line teams identified a need for service users in the London Borough of Redbridge to be supported in a more holistic and coordinated way. Redbridge First Response Service (ReFRS) was developed through a consultation process exploring how the Borough could better achieve this.

ReFRS is a move away from a 'crisis management' approach in health and social care to a preventative approach. This approach compliments and supports the work of the thriving voluntary sector in Redbridge.

ReFRS is the first of its kind within the London Boroughs. It bridges the gap between the sectors to ensure that each service user has easy access to an array of identified, low-level preventative services within their own home. Services are effectively and efficiently coordinated to provide responsive outcomes within a specific time frame in the best interests of the service user.

Once a referral is made via ReFRS, the loop is only closed once the

outcomes are achieved for the service user. The ReFRS checklist offers 22 identified preventative support sections in one form. Sections include drug/ alcohol support, employment support, domestic abuse and various other sections.

A distinct feature of ReFRS is the 'warning signs' toolkit. The toolkit ensures that front line workers from any sector are trained to personalise support by identifying the areas where it is needed in order to enable service users to live independently for as long as possible. The toolkit also ensures that referrals are made effectively to the relevant and specialist agency for the appropriate support required. This toolkit has been contributed to and agreed by all of the main providing partners.

The second stage of ReFRS aims to work closely with GPs who could 'prescribe' any one of the services on the checklist to complement the well-being and health of the service user.

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Theme:
Delivering services in partnership

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Compact Principles

- 1: Partnership working
- 2: Designing programmes and services

Tags

- Local Compacts
- Service delivery
- Engagement

Information in this case study was accurate as of October 2013.

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How does it work?

A staff member from any of the partner organisations completes a simple checklist to help identify what type of services and support are required.

Once the checklist has been completed, it is sent to the ReFRS team who contact the appropriate partner(s) to outline the support required. A representative from the partner organisations then contacts service users directly.

Types of services offered include:

- Falls assessments and advice on falls prevention
- Smoke alarms, home safety and security advice
- Housing repairs
- Domestic help, adaptations, specialist equipment and advice
- Advice and support for victims of abuse and crime
- Befriending and social activities
- Assistive technology (lifecycle)
- Healthy living
- Giving up smoking
- Domestic abuse support

Relevant Compact Principles

1. A strong, diverse and independent civil society
2. Effective and transparent design and development of policies, programmes and public services
3. Responsive and high-quality programmes and services

Related links

- [Redbridge First Response Service](#)
- [RedbridgeCVS](#)
- [Redbridge Compact](#)

Impact

Although ReFRS is relatively new, it has already shown its impact. There has been:

- An improved quality of life for service users by increasing safety, independence, well-being and choice.
- Better partnership working relationships for the 23 existing partners, and access to 581 voluntary sector providers via RedbridgeCVS.
- Reduced duplication of referrals from individual partners as ReFRS coordinates a seamless process from beginning to end.
- Development of the skills and knowledge of front line workers through the Multi-Agency Training Events and the ReFRS toolkit which is used to make assessments.
- Commissioners can design services in partnership with residents and decide which could be developed further via the information found from the outcomes of ReFRS.

The following is just a small sample of what is offered via ReFRS:

- The Fire Service now offers to check fire alarms/risks which ensure that service users can detect a fire or prevent a fire in the home before it is too late.
- Age UK offers Falls Prevention advice. This has a direct impact on supporting the service user to remain safely at home for as long as possible. Falls are amongst the most common reasons for long term hospital admission among elderly patients.
- The Police offer crime prevention advice, and Victim Support offer support to victims of crime.



Image: Nick Hurd MP, Minister for Civil Society, at the 2013 Compact Awards, which this project was shortlisted for.