

Local Area Partnership: Combined updates.

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Integrated Care
Northamptonshire



NORTH NORTHAMPTONSHIRE
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Local Area Partnership	Theme	Live Your Best Life Ambition
Corby	Community transport: address the service gap for medical and other community transport	<ul style="list-style-type: none"> • Opportunity to be fit, well and independent • Connected to their families and friends • Access to health and social care when they need it
	Lack of awareness of cost of living and wellbeing support	<ul style="list-style-type: none"> • Opportunity to be fit, well and independent • Access to health and social care when they need it • Employment that keeps them and their families out of poverty
	Insufficient education around wellbeing and mental health (all ages)	<ul style="list-style-type: none"> • Access to health and social care when they need it • Opportunity to be fit, well and independent • Access to the best available education and learning

Local Area Partnership	Theme	Live Your Best Life Ambition
East Northants North	Community transport: campaign to increase volunteer drivers and increase current offer	<ul style="list-style-type: none"> • Opportunity to be fit, well and independent • Connected to their families and friends • Access to health and social care when they need it
	Rural isolation and lack of awareness of wellbeing support	<ul style="list-style-type: none"> • Access to health and social care when they need it • Opportunity to be fit, well and independent • Connected to their families and friends
East Northants South	Community transport: campaign to increase volunteer drivers and increase current offer	<ul style="list-style-type: none"> • Opportunity to be fit, well and independent • Connected to their families and friends • Access to health and social care when they need it
	Lack of support for parents/carers of under 18s	<ul style="list-style-type: none"> • Access to health and social care when they need it • Opportunity to be fit, well and independent • Best start in life • Access to the best available education and learning

Local Area Partnership	Theme	Live Your Best Life Ambition
Kettering East (formerly Urban)	Improving engagement with young people related to mental health and wellbeing	<ul style="list-style-type: none"> • To be accepted and valued simply for who they are • To feel safe in their homes and when out and about • Best start in life
	Improving public and professional awareness of services	<ul style="list-style-type: none"> • Access to health and social care when they need it • Opportunity to be fit, well and independent
Kettering West (formerly Rural)	Breaking down barriers to services	<ul style="list-style-type: none"> • Access to health and social care when they need it • Connected to their friends and families • Opportunity to be fit, well and independent
	Anxiety as a barrier in accessing available services	<ul style="list-style-type: none"> • Access to health and social care when they need it • Connected to their friends and families • Opportunity to be fit, well and independent

Local Area Partnership	Theme	Live Your Best Life Ambition
Wellingborough East	Expand existing youth partnership and enable young people's voice to be heard	<ul style="list-style-type: none"> • To be accepted and valued simply for who they are • Best start in life • Opportunity to be fit, well and independent • To be accepted and valued simply for who they are
	Navigating substance misuse support	<ul style="list-style-type: none"> • Access to health and social care when they need it • Opportunity to be fit, well and independent • Best start in life • Connected to their families and friends • The chance for a fresh start when things go wrong
Wellingborough West	Expand existing youth partnership and enable young people's voice to be heard	<ul style="list-style-type: none"> • To be accepted and valued simply for who they are • Best start in life • Opportunity to be fit, well and independent
	Insufficient access to affordable household essentials	<ul style="list-style-type: none"> • Opportunity to be fit, well and independent • To be accepted and valued simply for who they are

Kettering

LGBTQ+ Group
Z-Cards
Two events in Grange & Avondale Estates
Rothwell Youth Club
One-Stop-Shop
Mental Health Collaboration

Wellingborough

Fresh Fest Event
Teen Action Groups (TAGs)
Youth Council proposal
Task group for substance misuse support established
Task group for access to household essentials established

**North Northants LAP Progress
(Localities)**

East Northants

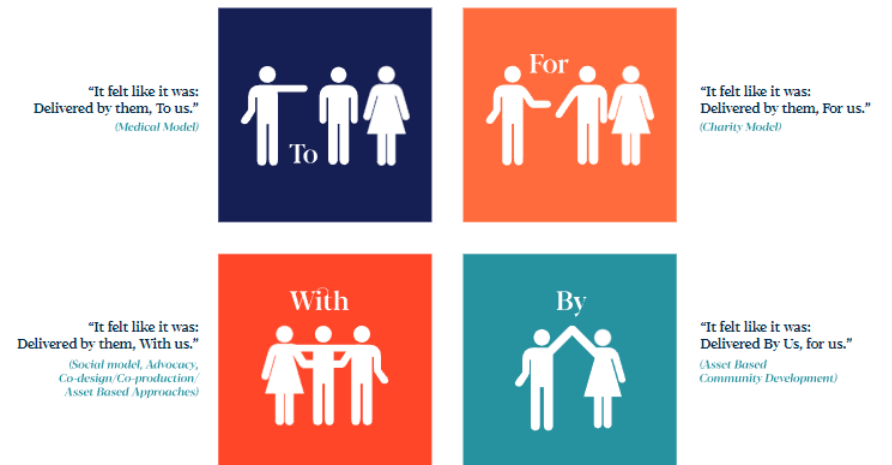
Warm hubs survey
Wellbeing survey
Planning marketing campaign for wellbeing support
Planning community hubs

Corby

Volunteers fair
Considering mental health training
Ideas for teen clinic

LAP Challenges and Opportunities

Challenges	Opportunities
Improve engagement with Town and Parish Councils	NCALC meetings
LAP promotion / resident engagement	Working with internal comms
Needs-based approach	Team completing ABCD training
Need to keep momentum	Communication between network
Need for better rapport with organisations & groups	Identifying community champions & shadowing groups



Cross LAP task group - Community Transport

Bus Service Improvement Plan update introduction

Elise Northfield, Senior Public Transport Officer

Background



Bus Service Improvement Plan (BSIP)



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North Northants BSIP

Originally published in October 2021.

Since the first BSIP;

- Bus network and patronage have stabilised since the 2021 BSIP was published
- We have implemented a number of the recommendations
- We have further clarity of future funding arrangements (particularly since the establishment of Network North)

The DfT have asked that all BSIPs be updated and submitted to the department by 12th June 2024.

Timeline for updating the BSIP

Engagement with stakeholders

Review
progress of
2021 BSIP

Future needs

Technical
review

6th June – Considered by
Executive

12th June – Submission to
the DfT



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Community Transport forum: What we have done so far.

- ▶ Brought together **all** community transport operators in North Northants to form a working group to encourage collaboration, supporting the work of Stantec
- ▶ Surveyed existing volunteer drivers to find out what they enjoy about their role to assist with a volunteer campaign, and to identify possible areas of improvement to work on
- ▶ Explored ways to identify the unmet need in the community transport sector.
- ▶ Liaised with NGH and KGH to set up an agreement for community transport providers to use their volunteer's area and to discuss possible improvements to their transport system.
- ▶ Encouraged CT providers to use the KGH & NGH meet & greet service for patient ease
- ▶ Discussion with KGH regarding sharing volunteer opportunities, and using KGH Radio for advertisement
- ▶ Met with KGH to discuss parking issues at KGH
- ▶ Exploring potential volunteer rewards
- ▶ Survey sent to parish councils regarding community transport in their areas
- ▶ Obtaining quotes for advertising campaign for volunteer recruitment
- ▶ Provided consultancy on operating Section 22 services for charitable organisations

Media coverage 2024

- **Northants Telegraph** online coverage and shared with 65,000 Facebook followers:<https://www.northantstelegraph.co.uk/news/people/recruitment-campaign-for-volunteer-patient-transport-drivers-launched-in-north-northamptonshire-4482285>
- **Northants Telegraph** - print coverage - readership of 5,000
- The piece also appeared on the NNC **website, social media channels and in our Leader's Update** - sent to all staff, all Executive Members and town and parish councillors.
- Sent **separately to all town and parish clerks** with a request to share.
- **Contacted BBC Radio Northampton and all the independent radio stations on patch.** I will persist with the radio but so far, they haven't bitten.
- **Shared via the LAP co-ordinators contacts base.**

Recruitment campaign for volunteer patient transport drivers launched today

15 January 2024



A publicity campaign aimed at recruiting volunteers from all age groups as patient transport drivers has been launched across North Northamptonshire today.

We are calling for volunteers who live in North Northamptonshire, are between the age of 18 and 80 years old, who hold a full driving licence and are competent drivers with use of their own car, and happy to it use for door-to-door patient transport.

Volunteer drivers provide a vital lifeline to help people without their own transport to get out and about. As a driver you will pick up patients from their home and take them to medical appointments at doctors, hospitals, opticians, dentists and general well-being activities.

Volunteers are asked to make a regular commitment to the role, which is flexible around their own availability. They can offer as many as 39 hours a week or as little as one hour.

A DBS check will be required and paid for, and training will be given. For volunteers who are already qualified to drive a minibus a, a Cat D Minibus licence will be required.

Do you, or someone you know, have spare time each week to provide a hugely valuable service that will have a direct impact on the health of local residents, who might otherwise not be able to make their appointments?

If you do and are interested in volunteering, view the current opportunities available below and contact your local scheme for more information.

You will be paid 45p expenses for every mile that you drive on behalf of the scheme.

Organisations seeking volunteers include:

- Serve <https://serve.org.uk/> 01933 315555
- Shire Community Services <https://shirecommunityservices.org.uk/> 01933 223 636
- Volunteer Action Oundle <https://www.volunteeractionundle.org.uk/> 01832 275 433
- Rushton Minibus <https://www.rushtonparishcouncil.org.uk/rushton-community-minibus/> 07850 236833
- Soon-to-be-reinstated Corby Carpool 01933 223 636

The impact and value volunteering brings to patients and staff must not be underestimated; the contribution volunteers can make to overall efforts can hugely reduce pressures across services.

Many of our passengers also view their transport as much more than a car journey – it is also an opportunity to go out with someone they view as safe, have a chat with their driver, get out and about in the wider world, to take part in their communities and to remain independent.

We are so grateful for all our volunteers who give up their own precious time to assist our community, but we need more of them. Please come forward if you can to make a difference.

Jess Slater, CEO of SERVE, a local charity that has supported elderly people and adults with disabilities in East Northants and the surrounding areas for nearly 40 years

This is a vital role that makes such a difference to people when they need it most.

The dedication and enthusiasm of volunteer drivers and the profound impact they have on people's lives is highlighted by the fact that several patients later volunteer with us when they have recovered.

If you have a few hours free each week, I cannot think of a better way to improve the lives of patients in North Northamptonshire.

Charity Manager at Volunteer Action, Rachel Dixon

Many of the patients are amazed at what we offer and could not see how they would have managed without us.

I absolutely would recommend volunteering. It gets you out of the house, gets you meeting other people, provides an amazing service and gives me great satisfaction when I realise that I have helped someone. What more could I ask for?

Colin Pendrill, who helps as one of North Northants Volunteer Patient Transport Drivers

The publicity campaign is supported by North Northamptonshire Council's Local Area Partnership initiative. Local Area Partnerships help coordinate and deliver health, care and wellbeing services at local levels.

There are seven Local Area Partnerships in North Northamptonshire. They are made up of elected members, residents, voluntary and community sector, and statutory organisations to:

- respond to identified local needs
- deliver outcomes from the Northamptonshire Integrated Care Partnership Strategy and Local Joint Health and Wellbeing Strategy

Many community transport schemes rely on volunteer drivers who give up some of their time to help other people. Without the support of these dedicated volunteers, it would not be possible to deliver these vital transport links throughout the county.

This is a great way to feel a part of the community you live in and to make someone's day at the same time. This is also an example of the great work that the Local Area Partnerships are doing across the seven areas of the authority.

Cllr Jason Smithers, Leader of North Northamptonshire Council

To find out more about their work, [take a look at the NNC website page](#) (No Title)

Simple next steps:

- Campaign banner image on the NNC website
- Revisit the radio stations and try to get them to run a news piece or package
- Further develop relationships with town and parish clerks in a bid to request sharing posters on notice boards and online copy and calls to action on websites

These are all actions that NNC can take on behalf of the Transport organisations.

Other suggested next steps:

- **Targeted social media ads would work really well for this**, especially if we could share some stories from current volunteers, and people using the service, it's a nice emotive angle. Potentially a short video showing the service in action, how it helps and the difference it can make, plus the benefits / support for the volunteers. Using some engaging images of people will help bring the posts to life.
- **Radio advertising** could also work quite well, there are a few community stations in the area which have advertising options and are much cheaper than the big commercial stations like Heart and Smooth.
- **Printed materials** are always good, especially if you are able to attend any events to promote the service and get volunteer sign ups, distribute them to libraries and other community focussed places.
- **Advertising in local community mags** could work – I've attached a different plan for the promotion of the DiscoverNN app where we did some local advertising over the summer (2022) to give you an idea of costs. You could have a QR code created so you can see the response from the advertising. Would also be good to advertise through partner organisations and parish councils too by sending an article and ad for their newsletters etc.
- **iVans** – these are great to have at events or places where there is high footfall – e.g. we promoted the Hi Street campaign at the local Christmas lights switch on events. They work well as part of a wider campaign as another opportunity to see the message. They cost around £895 per day for 8 hours.
- Depending on budget you could go more high impact with the advertising for more awareness, e.g. bus advertising, bus stop adshels – but these can be costly, bus advertising you're looking at around £4k to get a campaign with decent coverage, and adshels could be anything from around £8k. They are great for getting the message out but are difficult to measure.

Kettering East (Urban) Local Area Partnership

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Kettering East (Urban) Priorities

- Improving engagement with young people related to mental health and wellbeing
- Lack of public and professional awareness of available services
- Community Transport (all LAPs)

Kettering East (Urban) LAP November '23 to February '24

November Highlights

- 13th November Daventry Teen Clinic Meeting
- 9th November Kettering Town Mental Health Collab
- 14th November Public Knowledge Task Group
- 21st November Corby Youth Partnership
- North Place Development Workshop
- 14th November LGBTQ+ First Meeting

December Highlights

- 7th December CWF
- 12th December Grange Event
- CYP Thematic
- LAP Name Changes
- 28th November Task Group Digital Signposting

January Highlights

- Community Transport Press Release
- Kettering Locality Meeting
- School Peer Support Presentation

February Highlights

- Desborough Youth Project Meeting
- Barton Seagrave Village Hall Meeting
- NYA Regional Roadshow
- Youth Opportunities Partner Network
- Connect Northamptonshire Catch Up
- Z-Cards Approval
- Community Transport Task Group

Improving Engagement with Young People Related to Mental Health and Wellbeing

Challenges

Nationally limited workforce

National issues of funding landscape (avg. 9 months)

Lack of reporting of impact of youth work

Previously limited in actions for priority

Silo working and competition created by funding landscape

Opportunities

Apprenticeships levy

LAP funding and NYA in discussions with DCMS

Data impact training available £££

Family Hubs ongoing work

Youth Work One and YNCA Impact meetings

Town and Parish Councils youth engagement

Kettering East (Urban) LAP: Funding So Far

- 10th August - Grange & Avondale social action project – plants and vouchers
- LGBTQ+ Group for ages 17-25 – collaborative approach from GAINN, Youth Works, NNC and North Northants LGBT Forum – result from direct engagement with young people
- 12th December - Grange & Avondale Christmas Event Incentives - £10 hampers (including £4 voucher for breakfast at the Grange Resource Centre) to encourage residents to engage with numerous services
- Z-Cards for awareness of mental health support available to residents

Further Awareness of Services



[Mental Health Support | Kettering Town Council](#)

Videos or podcasts?

Important events / funding being sent to partners through LAP mailing list

Networking as part of KVN and LAP

Directory of Services (ongoing discussion)

Build on asset mapping

Kettering West (Rural) Local Area Partnership

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Kettering West (Rural) Priorities

- Barriers in accessing services
- Anxiety as a barrier in accessing services
- Community Transport (all LAPs)

Kettering West (Rural) LAP November '23 to February '24

November Highlights

13th
November
Daventry
Teen Clinic
Meeting

Rothwell
Youth Club
Start

North Place
Development
Workshop

14th November
Public
Knowledge
Task Group

14th
November
LGBTQ+ First
Meeting

21st
November
Corby Youth
Partnership

28th
November
Task Group
Digital
Signposting

December Highlights

7th
December
CWF

CYP
Thematic

LAP
Name
Changes

January Highlights

Community
Transport
Press
Release

Kettering
Locality
Meeting

School Peer
Support
Presentation

Public Health
Access to
Services
Meeting

February Highlights

Desborough
Youth Project
Meeting

Barton
Seagrave
Village Hall
Meeting

NYA Regional
Roadshow

Youth
Opportunities
Partner
Network

Connect
Northamptonshire
Catch Up

Z-Cards
Approval

Community
Transport
Task Group

Anxiety as a Barrier in Accessing Services

- Rothwell Youth Club – reducing barriers to access youth services, encouraging organisations to attend over the course of the year
- Future ‘launch event’ with lots of partners to raise awareness of available services
- Potential future pilot project utilising SNN

Kettering West (Rural) LAP: Funding So Far

- Rothwell Youth Club
- Z-Cards for awareness of mental health support available to residents

Wellingborough West Local Area Partnership

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Wellingborough West Priorities:

- Young People's Voice and Empowerment
- Insufficient Access to Household Essentials

Wellingborough West

Wellingborough East & Wellingborough West:

Young People's Voice and Empowerment

Task Group has been working since June 2023.

"Fresh Fest" event held in October 2023 to celebrate and advertise local youth activities.

Teen Action Group set up at Weavers School to identify local youth priorities and support social action. Further groups planned to connect with a wider selection of Young People.

Work ongoing to set up a suitable youth 'safe space'.

Wellingborough West:

Insufficient Access to Household Essentials

Task Group has explored existing options and identified particular gaps left where services have shut down or no longer support the area.

Wide variety of support available but it is very fragmented and difficult for people in crisis (who are the most likely to need these services) to navigate.

- Exploring ways to make this more accessible for users.
- Connecting with similar organisations elsewhere.

Wellingborough East Local Area Partnership

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Wellingborough East Priorities:

- Young People's Voice and Empowerment
- Navigating Substance Misuse Support

Wellingborough East & West

Wellingborough East & Wellingborough West: Young People's Voice and Empowerment

Task Group has been working since June 2023.

“Fresh Fest” event held in October 2023 to celebrate and advertise local youth activities.

Teen Action Group set up at Weavers School to identify local youth priorities and support social action. Further groups planned to connect with a wider selection of Young People.

Working towards elections of Members of Youth Parliament to represent North Northants

Work ongoing to set up a suitable youth ‘safe space’.

Wellingborough East

Navigating Substance Misuse Support

- Task Group has met to establish understanding of current support options and to identify local objectives on this theme.
- Alcohol, youth vaping and cannabis use causing most concern.
- More awareness of existing services needed amongst wider community.
- Improved collaboration between organisations already begun.



Corby LAP

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Corby LAP Priorities

- Lack of awareness around mental health and wellbeing
&
- Lack of awareness of cost of living and wellbeing support
- Community Transport (all LAPs)

Corby LAP November '23 to February '24

November Highlights

- Visit to Kingswood Neighbourhood Centre
- 21st November Corby Youth Partnership
- North Place Development Workshop

December Highlights

- 1st Task Group held
- 13th December CWF
- Shire providing transport in Corby
- Community Transport Task Group

January Highlights

- Community Transport Press Release
- 2nd Task Group
- Both task groups to be merged together
- Visit to Active in Motion

February Highlights

- Corby Youth Opportunities Partner Network
- Connect Northamptonshire Catch Up
- Community Transport Task Group
- All About YOUTH Event in Kingswood
- Visit to Project M

Corby LAP Key Points

- Two priorities/task groups set up following October LAP
- Due to similarities, Task Groups were merged, first merged meeting on 4th March
- Shire providing Corby Community Transport
- Cost of Living event (April)
- Volunteer Fair (June)
- Youth Event(s) - Possibly Day Trips in Summer
- Teen Clinic proposal
- Merged priority needs refining by LAP – ideas and input welcomed

East Northants North LAP

Local Area Partnership

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EN North Priorities

- Rural Isolation and Lack of Awareness of Wellbeing Support
- Community Transport (all LAPs)

East Northants North LAP November '23 to February '24

November Highlights

North Place Development Workshop

December Highlights

1st Task group held

Task Group met with NNC Comms

Online surveys created by task group and distributed

11th December CWF

Community Transport Task Group

January Highlights

NACRE Friendship Van Discussion

Visit to The Hub

Community Transport Press Release

Survey responses collected (31st)

February Highlights

2nd Task Group

Meeting with NHFT at the Hub for brainstorming

Pilots agreed for 2 community hubs

Connect Northamptonshire Catch Up

Community Transport Task Group

Rural Isolation and Lack of Awareness of Wellbeing Support Highlights

- Two Task Groups so far
- Resident Wellbeing Survey
- Warm Spaces Wellbeing Survey
- Community Hubs – pilots in Oundle and Kings Cliffe
- New support / services / drop ins
- Action for Happiness Happy Cafés
- NACRE Friendship Van
- Marketing Campaign

East Northants South Local Area Partnership

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East Northants South Priorities:

- Improve Community Transport Provision (multi-LAP priority)
- Support for Parents and Carers of Under 18s

East Northants South LAP November '23 to February '24

November Highlights

7th November
North Place
Development
Workshop

Initial results
of Network
Review
released

December Highlights

6th
December
Parents
Task Group

11th
December
CWF

January Highlights

Community
Development
training for
LAP
Coordinators

Community
Transport
Press
Release

Section 22
Training for
transport
charities

February Highlights

15th February
Community
Transport
Forum

Support for Parents/Carers of Under 18s

Key Questions

- 1) How do we identify those in need?
- 2) How do we know what the need is?
- 3) Can we do something general, or should we do something targeted?
- 4) How do we let people know where they can find help?
- 5) What support will we require to make this work?

Support for Parents/Carers of Under 18s

- Better Conversation (conflict resolution) sessions for parents (next week and again in March)
- Parental Resilience Programme available (at £45pp - not accessible to all who need it)
- Promoting the parent social support aspect peripheral to children's clubs/activities
- Play Street event run by Brightwayz at end of school day may offer a good model for an event.
- TK to approach Cooking Good about possible interest in Family Group Work and the inclusion of healthy eating principles.
- MHST to look into including questions about parental mental health in their referral paperwork, following the model from KidsAid