

| Priority 1 - Encourage people of all ages to have more active and healthy lifestyles and take control of their own health and wellbeing |   |  |   |  |  |   |
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| Objectives  | Actions   | Outcomes   | Timescale   | Key Contributing Services/Teams                    | Update on performance 2018/19  | Progress RAG/   |
| Develop and support initiatives which enable people to be more active, with a particular focus on tackling inactivity                   | Work with Live at Home Lichfield and Burntwood to offer weekly dance and exercise classes   | ✓ 1 dance class and 1 chair based exercise class per week helping 100 unique individuals   | March 2019  | Partnerships, Community Safety and Licensing       | 6 exercise/dance classes were run by Live at Home across Lichfield and Burntwood benefiting 203 members.<br>Freedom Leisure have started a chair based exercise class at Burntwood Leisure Centre; this is a new session so monitoring information is not yet available.   |   |
|   | Work with South Staffordshire Cruse Bereavement Care to develop regular drop-in group activity sessions   | ✓ 50 drop in group sessions; average of 15 attendees per session   | March 2019  |  | 51 drop in sessions were run, attended by 109 different people with an average of 21 per session.  |   |
|   | Work with Freedom Leisure to: <ul style="list-style-type: none"> <li>use ward-level low-income data to target residents from deprived areas through a 'street of week' campaign offering a free programme or activity of their choice</li> <li>deliver physical activity programmes in partnership with schools, targeting children of all ages</li> <li>Leisure maintain an offsite focus and work collaboratively with partner organisations to ensure a targeted and equitable provision</li> <li>develop a health membership to engage those from local GP referral programmes and social prescribing opportunities throughout Lichfield District</li> </ul>  | <ul style="list-style-type: none"> <li>✓ 15 low income families</li> <li>✓ 20 Programmes</li> <li>✓ New focus and developing baseline</li> <li>✓ 10 Memberships</li> </ul>   | April 2019<br><br>December 2020<br><br>September 2019<br><br>September 2019 | Leisure & Operational Services and Freedom Leisure | <ul style="list-style-type: none"> <li>This is delivered by LOPS through the physical activity programme with schools with VCSE funding. The campaign started in March in Manor Rise, Chasetown. It is too early to assess the impact.</li> <li>The physical activity programme in schools called Let's Get Physical engaged with 6 schools over 6 weeks. There were also 810 attendances to the sessions at 2 community venues (Burntwood Leisure centre and Life Church Lichfield). 435 young people participated.</li> <li>Freedom Leisure's Active Communities (AC) Manager started February and is now working in partnership with Sports Development team. Numerous meetings so far with key organisations introducing AC / Freedom Leisure in the community. Social media pages are live and a couple of projects are now ready to be rolled out for Q1. There has also been lots of research into local and national funding.</li> <li>No update on the GP referral programme is yet available.</li> </ul> |   |
| Reduce childhood and adult obesity  | Work with Staffordshire County Council's Everyone Health service to Signpost adults aged over 50, living in the identified wards of Chasetown, Chadsmead and Curborough for support with public health interventions.   | ✓ Everyone Health promoted   | December 2020   |  | Freedom Leisure are linking in with Everyone Health who offer 12 weeks of activity targeted to over 50s.<br>The LOPS team is also working to support and promote activities by helping to signpost people to their services as well as supporting delivery within our parks. Data from Everyone Health has been requested but isn't yet available.   |   |
|   | Work with Freedom Leisure to: <ul style="list-style-type: none"> <li>offer both Family Leisure centre memberships at an affordable price and specific activities and events created for families with a health improvement element</li> <li>introduce a Healthy Lifestyle Activity programme targeting inactive overweight adults, using our spatial evidence base and information sharing with partner organisations, e.g. GP surgeries</li> <li>work with Streetgames to deliver the 'Let's Get Physical programme' which is designed to engage inactive and overweight children from disadvantaged areas</li> <li>collaborate with other partner agencies as appropriate to ensure all outcomes within the emerging LOPS Health and Wellbeing Delivery Plan are successfully achieved</li> <li>promote National Campaigns - support campaigns such as Public Health England One You, Sport England's This Girl Can, Dry January and market at specific groups</li> </ul> | <ul style="list-style-type: none"> <li>✓ 150 Family Memberships</li> <li>✓ 120 adults Engaged</li> <li>✓ 432 children engaged in weekly activities</li> <li>✓ 36 community sessions held benefiting 720 attendees</li> </ul> | April 2020<br><br>April 2020<br><br>December 2019<br><br>Ongoing            |  |  | <ul style="list-style-type: none"> <li>No progress to update on. Still on target to be delivered on time, please see the Active Communities Plan for further information.</li> <li>No progress to update. Still on target to be delivered on time, please see the Active Communities Plan for further information.</li> <li>Year 1 of Let's Get Physical now complete. A total of 435 young people took part in the weekly activities and 40 community sessions were held with 810 attendances.</li> <li>Partnership work is ongoing</li> <li>Ongoing, now working closer with SASSOT to access better marketing opportunities. Promotion is being done mainly through our social media platforms but we will also be engaging with regional events.</li> </ul> |

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|  | <p>Work with Staffordshire County Council and its Public Health team to develop a placed-based approach for early intervention and ensure that Health in All Policies (HiAP) is a success in Lichfield District.</p> | <ul style="list-style-type: none"> <li>✓ HiAP introduced</li> <li>✓ All staff in public facing roles have been briefed in the HiAP approach, and are able to signpost customers for further help or advice</li> <li>✓ Measures of local public health indicators developed with SCC</li> <li>✓ Implement an impact assessment of health and wellbeing when LDC policies are reviewed/introduced</li> </ul> | <p>December 2020<br/><br/>December 2020</p> | <p>Housing and Wellbeing<br/><br/>Corporate services</p>      | <p>We have continued to maintain a working relationship with SCC's Public Health (PH) Team, however the new commissioning manager has not been able to provide support with developing HiAP as planned. Despite this the council has made a good start in implementing HiAP through the adoption of its first HWS, which will provide a good basis for measuring improvements in key health and wellbeing indicators locally.</p> <p>The PH Team are looking to develop a 'tool kit' or similar to assist the districts by helping develop focus and drive improvements as part of the necessary multi-agency approach.</p> <p>We are working with the PH team on the Staffordshire Warm Homes Project; this is an example of a Place Based approach and will address a number of key health and wellbeing issues locally.</p> <p>HiAP and training is still being developed. Plans in place to provide online MECC training for all front line staff.</p> <p>We are planning to introduce a health and wellbeing impact assessment when LDC policies are developed or reviewed. To implement this we are working on amending our existing Equalities Impact Assessment to become a Health and Equalities Impact Assessment.</p> |  |
| <p>Develop a more informed and empowered district and inspire healthier food choices and eating habits</p> | <p>Work with partner organisations including Birmingham University to establish the potential for a 'Healthy Eating' rating system pilot for food premises across the district, with a focus on urban centres</p>    | <ul style="list-style-type: none"> <li>✓ Establish baseline of premises offering healthier food choices</li> <li>✓ Develop plan for increasing the number of catering premises offering healthy food choices</li> <li>✓ Daily fruit and vegetable consumption is increased beyond 2.51 portions per day</li> </ul>   | <p>December 2020<br/><br/>December 2020</p> | <p>Food &amp; Health &amp; Safety</p>                         | <p>The pilot with Birmingham University is no longer possible as a key member of staff with the contact there has left the authority. We don't currently have the resources to develop this kind of initiative but we are trying to ascertain whether Birmingham University are still able to develop this area of work with us as a future project.</p>   |  |
|  | <p>Work with relevant partners to help people access the information and services they need to improve their health and wellbeing (e.g. promotion of digital resources)</p>  | <ul style="list-style-type: none"> <li>✓ Customers receive more integrated and well-informed engagement and customer service experience and are signposted to digital health and wellbeing resources</li> </ul>  | <p>October 2019</p>                         | <p>Housing and wellbeing<br/><br/>Communication</p>           | <p>This is still in development.</p> <p>Our website refresh is underway with new platform that went live w/c 20th May. Website content will be reviewed and information added later this year.</p>   |  |
|  | <p>Ensure partner organisations in front line roles understand local health and wellbeing concepts and can 'Make Every Contact Count' (MECC)</p>   | <ul style="list-style-type: none"> <li>✓ More people are making healthier lifestyle choices, reducing the prevalence and severity of poor health</li> </ul>  | <p>December 2020</p>                        |   | <p>This is a longer term action that we will commence once MECC training for staff has become embedded at LDC.</p>   |  |
|  | <p>Increase participation of activities which build confidence and self-worth</p>  | <ul style="list-style-type: none"> <li>✓ Public Health indicators show improved mental wellbeing amongst children and young adults vs 2016</li> </ul>  | <p>December 2020</p>                        | <p>Leisure &amp; Operational Services and Freedom Leisure</p> | <p>LOPS have contributed by providing activities to children and young people that are aimed to build self-confidence and self-worth; these activities include –</p> <ul style="list-style-type: none"> <li>• Craft and Painting activities within our parks</li> <li>• Themed trails in our parks which also promotes physical literacy</li> <li>• Family Cycle Rides</li> <li>• Multi sports</li> </ul> <p>In the last 6 months these activities have engaged over 2,000 children and young people within the district.</p> <p>Getin2it (LDC Sports Development) also provided a community dance show at the Garrick Theatre aimed at providing children and young people who would not normally have the</p>  |  |

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|                          |   |   |            |  | <p>opportunity to perform on a professional stage. The project particularly works with local high schools to engage boys and girls who may have challenges with confidence and self-esteem. This year's show took place in February; 180 young people from the district had the opportunity to perform in front of a full auditorium (520 spectators). To support the event we had 20 volunteers, 5 of which went on to complete their Dance Leaders Award.</p> <p>A primary and year 7 school emotional wellbeing (EWB) service for Lichfield District and Cannock Chase was launched on 1<sup>st</sup> March 2019 as part of the 'earned autonomy' status through Staffordshire's Building Resilient Families and Communities Programme. Malachi CiC is providing the service which will provide:- training twice a year to all schools on a EWB theme, class work with year 5s &amp; 6s in 8 primary schools in our hotspot wards, and 6 weeks 1-2-1 counselling for children referred by any school using the early help assessment.</p> |  |
| Improve mental wellbeing | Deliver Mental Health First Aid (Young People) Training to all the Active Lichfield workforce and volunteers. | <ul style="list-style-type: none"> <li>✓ 15 Members of Staff and 5 volunteers</li> <li>✓</li> </ul> | March 2019 | LOPS/ Freedom Leisure Partnerships, Community Safety and Licensing | Completed training for young people- 15 members of staff trained (5 fulltime and 10 casual coaches) and 5 volunteers trained.<br>Mental Health First Aid sessions for staff booked for July 2019   |  |
|                          | Work with Live at Home Lichfield and Burntwood to offer 'wellbeing walks' for older people                    | 2 wellbeing walks per year  | March 2019 |  | 2 wellbeing walks were run that benefited 13 individuals   |  |

| Priority 2- Support older and vulnerable people in our communities to live and age well |  |   |  |  |  |                |
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| Objectives  | Actions  | Outcomes  | Timescale  | Contributing Services/Teams                        | Update on Performance 2018/19  | Progress RAG/% |
| Reduce social isolation of older and vulnerable people                                  | Making every contact count(MECC) to further improve identification, engagement and referral of people at risk  | <ul style="list-style-type: none"> <li>✓ Front Line staff can identify and effectively respond to people who may be vulnerable and signpost accordingly</li> </ul>  | Autumn 2019  | All front line staff<br><br>Corporate services     | We are working on introducing online training for front line staff on MECC.<br><br>Resilience and mental health awareness sessions are booked for July 2019.   |                |
|   | Work with Freedom Leisure to deliver the walking for Health programme for the over 60s   | <ul style="list-style-type: none"> <li>✓ 50 over 60s recruited</li> </ul>   | December 2020  | Leisure & Operational Services and Freedom Leisure | LOPS and Freedom have formed a partnership with Everyone Health to deliver beginner walks in Beacon Park. So Far 15 over 60s have taken part in the walking for health programme.  |                |
|   | Work with Live at Home Lichfield and Burntwood to offer: <ul style="list-style-type: none"> <li>• a befriending service through home visits, telephone and post</li> <li>• weekly lunch clubs</li> <li>• weekly outings</li> <li>• focussed support for men</li> </ul> | <ul style="list-style-type: none"> <li>✓ 250 individuals benefitting</li> <li>✓ 6 lunch clubs per week benefitting 180 individuals</li> <li>✓ 1 trip or outing per week</li> <li>✓ 4 activities piloted to engage new male members</li> </ul> | March 2019<br>March 2019<br>March 2019<br>March 2019 | Partnerships, Community Safety and Licensing       | Live at Home Lichfield and Burntwood has had another successful year using our Community and Voluntary Sector (CVS) funding. It now has 860 members (an increase of 29 since last year), of which 353 are in our priority wards.<br><br>187 members have benefited from arts/craft/hobby cultural activities, 107 have benefited from telephone befriending, 85 from befriending, 51 from shopping trips, 253 from friendship groups, 203 from exercise/dance groups and 34 from activities designed specifically for those with dementia. |                |
|   | Work with Places of Welcome Plus to open additional venues   | <ul style="list-style-type: none"> <li>✓ 6 new additional venues each offering 2 hours of support per week to 50 new visitors</li> </ul>  | March 2019   |  | 6 additional venues have opened; 4 in Burntwood and 2 in Lichfield. An additional venue at Lichfield Library is also pending. Will be offering a total of 12.5 hours across all venues with 121+ visitors per week.  |                |
|   | Work with Action on Hearing Loss to provide monthly 'Hearing Check and Information Drop-in' sessions in selected areas and 'Community Information Days'  | <ul style="list-style-type: none"> <li>✓ 800 individuals engaged through 2 sessions per month and 4 information days</li> </ul>   | March 2019   |  | 28 separate events were held, comprising 8 talks to groups (including hearing screenings), 19 drop in sessions open to the public and 1 Sensory Information event. 664 people attended and 609 received more information. 136 hearing  |                |

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|  |   |   |  |   | checks were carried out, of which 70 showed a loss. The majority of attendees were aged over 60 or were caring for someone over 60.<br>2 new volunteers have also been recruited.   |
|  | Work with partners to provide Dementia Awareness training to staff and external colleagues<br>Support the CCG and partners on Dementia awareness amongst local businesses and residents in Lichfield District   | <ul style="list-style-type: none"> <li>✓ Greater awareness of dementia issues amongst frontline staff</li> <li>✓ Greater awareness of dementia issues amongst employees of local businesses</li> </ul>  | December 2020<br>December 2020                           | Housing and Wellbeing<br>Communications         | <ul style="list-style-type: none"> <li>• Internal and external promotion being planned for Dementia Action Week (w/c 20 May 2019)</li> <li>• Continued participation with Lichfield Dementia Action group which has been meeting monthly. Plans to make Lichfield City Dementia Friendly.</li> <li>• More dementia champion training for staff will be organised once a trainer becomes available</li> </ul>  |
| Reduce proportion of fuel poor households and excess winter deaths     | <p>Warmer Homes Greener District (WHGD) will:</p> <ul style="list-style-type: none"> <li>• continually update local knowledge to improve monitoring, targeting and allocation of resources for fuel poor households</li> <li>• increase collaboration with districts, boroughs and other organisations across the county to maximise opportunities from Energy Company Obligation (ECO) and similar schemes</li> <li>• maintain a prominent role within the emerging local integrated care offer</li> </ul> | <ul style="list-style-type: none"> <li>✓ 200 households assisted annually</li> <li>✓ 40 home visits to fuel poor and vulnerable households annually</li> <li>✓ 20 referrals for funded energy efficiency measures annually</li> <li>✓ Work in partnership with Staffordshire authorities to increase funding within the district, support hard-to-engage households and reduce the local excess winter mortality index to below 20<sup>1</sup></li> </ul> | March 2020<br>March 2019<br>March 2019<br>September 2020 | Housing and Wellbeing<br>Private Sector Housing | <p>The Warmer Homes Greener District initiative has continued to perform and in 2018/19: 163 households were assisted</p> <ul style="list-style-type: none"> <li>- 46 home visits took place</li> <li>- 59 referrals were made for funded energy measures</li> <li>- participation in the Staffordshire Warm Homes project</li> <li>- £48,311 of match funding was secured across 24 installations of energy efficiency measures, supported by £12,198 of council capital funding, representing a match funding ratio of nearly 4:1</li> <li>- 25 Flexible Eligibility Declarations were approved, covering 30 households, meaning that 30 households benefited from ECO funding who would not previously have qualified</li> <li>- 9 of these were fuel poor</li> <li>- 21 were low income households where one or more occupants had a health condition making them vulnerable to cold homes</li> </ul> |
| Employment, training and volunteering opportunities are fully promoted | Work in partnership with Talent Match and Support Staffordshire to offer volunteering and training opportunities to young people not in education, employment or training (NEET)  | ✓ 8 NEET young people supported   | December 2020  | Economic Development                            | Ongoing- 2 young people have been supported so far, one of which was awarded an achievement award at the Talent Match celebration event.  |
|  | Work with South Staffordshire Cruse Bereavement Care to recruit and train volunteers  | ✓ 6 additional volunteers recruited and trained   | March 2019   | Partnerships, Community Safety and Licensing    | 7 volunteers successfully recruited and completed training and induction. 1,425 volunteer hours delivered.  |
|  | Work with the Let's Get Physical programme to recruit volunteers  | ✓ 5 additional volunteers recruited and trained   | March 2019   | Leisure & Operational Services                  | 5 volunteers recruited to support the community session delivered as part of the Let's Get Physical programme.  |
|  | Work with Live at Home Lichfield and Burntwood to recruit and train volunteers  | ✓ 25 new volunteers recruited and 75 unique volunteers trained  | March 2019   |   | There are 192 volunteers in total.<br>Lichfield had 15 new volunteers and held two volunteer appreciation events with training attached. During volunteer induction and volunteer events they trained 45 unique people.<br>Burntwood had 15 new volunteers during the 12 month period and held 2 volunteer thank you lunches with training attached reaching 60 people and also held a first aid training session for 8 volunteers. 48 of these volunteers were unique.   |
|  | Work with Places of Welcome Plus to recruit and train volunteers  | <ul style="list-style-type: none"> <li>✓ 18 additional volunteers recruited at 6 new venues</li> <li>✓ 4 volunteers recruited and trained</li> </ul>  | March 2019   |   | 41 volunteers, which were all new volunteers  |

<sup>1</sup> The EWM index is calculated so that comparisons can be made between sexes, age groups and regions, and is calculated as the number of excess winter deaths divided by the average non-winter deaths, expressed as a percentage. An EWM index of 20 shows that there were 20 per cent more deaths in winter compared with the non-winter period.

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|  | Full participation in the Shaw Trust 'Work and Health Programme' <sup>2</sup>   | ✓ Council actively participating  | March 2020                                |   | We continue to signpost people to the local Jobcentre Plus (JCP) for Universal Credit claims and so all the relevant people are being referred once they start to interact with JCP. Numbers are being sought from the Shaw Trust.  |      |
| Promote Support Independent Living in Staffordshire (SILIS) and increase personal independence | <ul style="list-style-type: none"> <li>Work with the Support Independent Living in Staffordshire (SILIS) partnership including Millbrook Healthcare Ltd and Staffordshire County Council to promote SILIS</li> <li>Work in the SILIS partnership to monitor the contract with Millbrook and ensure successful delivery of home adaptations enabled through Disabled Facilities Grants (DFG)</li> </ul>  | <ul style="list-style-type: none"> <li>✓ Residents needing advice or support receive an improved Home Improvement Agency experience</li> <li>✓ At least 80 residents per annum receive DFG funded adaptations in their homes</li> <li>✓ Average waiting times between initial DFG grant application and installation are reduced</li> </ul>     | December 2018<br>March 2019<br>March 2019 | Housing and Wellbeing                           | <p>SILIS fully operational.</p> <p>83 adaptations were completed in 2018/19. Another 21 grants were approved and 55 are in the pipeline making a total of 159. The budget was not fully spent and we are working with Millbrook and the SILIS partnership to address this in 2019/20.</p> <p>At the time of writing the average wait times for grants had not been finalised.</p>   |      |
|  | Work with South Staffordshire Cruse Bereavement Care to support grieving households to live more independently at home  | ✓ 85 households supported and where appropriate   | March 2019                                | Partnerships, Community Safety and Licensing    | 102 clients contacted the helpline and received support. 90% of clients who completed self- evaluation forms reported significant improvement in wellbeing.   |      |
|  | Work with Live at Home Lichfield and Burntwood to offer:  | <ul style="list-style-type: none"> <li>✓ Signposting/referral to the Methodist Homes for the Aged (MHA) Live at Home project and Action on Hearing Loss</li> <li>✓ 6 computer classes per week</li> <li>✓ 25 households benefiting from assisted shopping</li> <li>✓ 2 dementia day care sessions per week</li> </ul>                           | March 2019<br>March 2019<br>March 2019    |   | <p>Signposting took place</p> <p>6 Computer classes run a week in Burntwood on Wednesdays and Thursdays</p> <p>51 members benefited from assisted shopping trips</p> <p>34 members benefited from activities to support those with dementia</p>   | 100% |
|  | <ul style="list-style-type: none"> <li>computer classes providing older people with skills to remain independent</li> <li>assisted shopping services</li> <li>dementia day care sessions and carer support and respite</li> <li>a prompted telephone support service to individuals living with memory loss</li> </ul>  |   |   |   |   |      |
| Reduce the number of people experiencing serious injury from falls                             | <p>Work with internal teams and external agencies/Service Level Agreement (SLA) partners to reduce harm to those at risk of falls by:</p> <ul style="list-style-type: none"> <li>developing evidence based interventions for older populations, e.g. physical activity, better nutrition and appropriate housing</li> <li>identifying trip hazards within and around the homes of vulnerable people they visit, to identify personal characteristics which may place individuals at higher risk of falls, and</li> <li>make appropriate referrals to other services as appropriate</li> </ul> | <ul style="list-style-type: none"> <li>✓ Falls at-home amongst the frail and elderly and consequent serious injuries, visits to Accident and Emergency (A&amp;E) and hospitalisation are reduced</li> <li>✓ Developers are committing to increasing the choice of affordable and age/ability appropriate housing in new developments</li> </ul> | December 2020<br>December 2020            | Housing and Wellbeing<br>Private Sector Housing | <p>Key activity to deliver this is the Staffordshire Warm Homes Fund (SWHF) project and household support through a pilot 'hub' in Lichfield city, which together will lead to more people able to live independently and safely in their own home. SWHF is set to begin taking targeted referrals for essential heating upgrades from May 2019. As part of this process other interventions including low-cost adaptations will be installed where appropriate as well as referrals to other health and safeguarding agencies. Together, these interventions will help prevent falls, visits to A&amp;E and hospitalisation. The pilot hub is already helping residents identified by their GPs as being at high risk of hospitalisation by identifying hazards. Support is provided in the home by Senior Matrons acting as Elderly Care Facilitators (ELCAFs). Support includes assistive technology measures which are in addition to, and not instead of, items being supplied directly by social care, or through a DFG. This is still at an early stage; specific outcomes will be available at a later date.</p> <p>The council is increasingly encouraging housing developers to consider Lifetime Homes and Wheelchair Accessibility standards as part of their planning proposals. This will be further supported by objectives in the independent living section of the Housing, Homelessness and Rough Sleeper Strategy later in 2019.</p> | 50%  |
| Reduce housing inequalities by preventing homelessness and increasing                          | <ul style="list-style-type: none"> <li>Maximise delivery of new affordable homes</li> <li>Provide affordable homes grant funding to Approved Registered Provider(s) to enable new affordable homes</li> <li>Gather evidence for a new Housing and Homelessness Strategy 2019-2022</li> </ul>  | ✓ Delivery of our target of 158 new affordable homes annually means that more residents have been housed in good quality affordable homes and are less likely to  | March 2021                                | Housing and wellbeing<br>Housing Options        | <ul style="list-style-type: none"> <li>235 affordable homes delivered comprising 154 rented and 81 shared ownership</li> <li>Cabinet approval given to spend commuted sums on acquiring our own properties as part of a rough sleeper and homelessness pathway with Spring Housing</li> </ul>   | 100% |

<sup>2</sup> The Work and Health Programme is a Welfare to Work programme commissioned by the Department of Work and Pensions (DWP). It is designed to improve employment outcomes for people with health conditions or disabilities and those unemployed for more than two years: <https://www.shaw-trust.org.uk/Services/Work-and-Health-Programme>

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| the number of affordable homes | <ul style="list-style-type: none"> <li>Prevent and relieve homelessness in accordance with the Homelessness Reduction Act 2018</li> <li>Revise our Housing Assistance Policy to ensure that emergency home repair assistance funding is available to help those most in need</li> <li>Support qualifying households pay their rent and council tax through our revenues and benefits services to ensure income maximisation</li> </ul> | experience rent/mortgage/utility arrears<br>✓ Support continues to customers to our homelessness and housing advice service<br>✓ Reduced use of and time spent in temporary accommodation<br>✓ Fewer households are living in inappropriate housing | December 2020<br>December 2020<br>December 2020 | Revenues and Benefits | ( <a href="https://democracy.lichfielddc.gov.uk/ieListDocuments.aspx?Cid=138&amp;Mid=240&amp;Ver=4">https://democracy.lichfielddc.gov.uk/ieListDocuments.aspx?Cid=138&amp;Mid=240&amp;Ver=4</a> )<br><ul style="list-style-type: none"> <li>Evidence gathering is in progress for a combined Housing, Homelessness and Rough Sleeper Strategy (HHRSS) 2019-2022. The Rough sleeper strategy will be the first section to be produced</li> <li>Homelessness was prevented or relieved for 152 households</li> <li>The housing assistance policy was reviewed and approved with minor amendments on 28.3.19. A full policy review will be done after completion of the HHRSS.</li> <li>The caseload for our Revenues and Benefits team is dropping due to Universal Credit as the council no longer receives new claims for HB. Work continues to support claimants as appropriate.</li> </ul> |  |
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| Priority 3 – Improve workplace health, wellbeing and safety   |   |  |   |                             |  |                |
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| Objectives  | Actions   | Outcomes   | Timescale                                       | Contributing Services/Teams | Update on Performance 2018/19  | Progress RAG/% |
| Lichfield District Council to become a smoke-free, low fat, low-sugar, active workplace                         | Lead by example towards making the Council workforce a healthy workforce by: <ul style="list-style-type: none"> <li>promoting physical activity as part of the working day</li> <li>providing regular active-workplace activities including pedometer challenges, martial arts and various aerobic sessions, to encourage a more active lifestyle.</li> </ul>   | ✓ Healthy eating, living and working information is available on Brian<br>✓ Staff are encouraged to incorporate movement into their daily work schedules<br>✓ 200 employees participating in regular workplace activities  | December 2018<br>December 2019<br>December 2019 |                             | Thrive at Work accreditation underway as part of the People Strategy. Focus group work undertaken and will be developed over summer 2019. Several activities held for staff to improve their health and wellbeing. These included - Pedometer challenge/self defence sessions/mindfulness sessions/clubercise sessions. In total we had 125 attendances from LDC staff and 105 people took part in the pedometer challenge.  |                |
| Incorporate mental health awareness as a core focus in the emerging People Strategy                             | Through the People Strategy: <ul style="list-style-type: none"> <li>Advocate the 'Time to Change' national campaign<sup>3</sup> or similar</li> <li>Foster more trust and openness between staff and their line-managers</li> <li>Ensure an environment where staff are able to talk in confidence with managers</li> </ul>   | ✓ Council employees have the confidence to discuss any mental health issues with their managers<br>✓ Employees have access to support to prevent reaching crisis point<br>✓ The number/duration of recorded absences for stress/psychological reasons is reduced | March 2019<br>March 2019<br>March 2020          |                             | Time to Change plan is being developed as part of Thrive at work accreditation and the People Strategy. A Time to Change event for staff was held in February 2019 to raise awareness and recruit mental health champions.<br><br>Internal signposting underway, which will allow confidential access to counselling.  |                |
| Promote healthy and safe workplaces to further reduce the risk of accidents, mental stress and sickness absence | <ul style="list-style-type: none"> <li>Continue to target our interventions on areas having the greatest impact on ill health reduction</li> <li>Ensure that premises under our control for health &amp; safety enforcement only have interventions if risk management is failing</li> <li>Develop partnerships with small local businesses and larger national companies based in our district, to provide consistent and proportional advice on health &amp; safety issues at both local and national levels</li> </ul> | ✓ Improved work/life balance and employee satisfaction (self-reported)<br>✓ Fewer recorded workplace accidents<br>✓ Fewer recorded absences due to work-related ill-health   | March 2020<br>March 2020<br>March 2020          |                             | Results of the LDC employee survey have been analysed and shared. We have developed our relationships with Busy Bees and Co-op (Central England) to assist with the health and safety (H&S) standards within their national businesses. The H&S programme is currently reactive led so we respond to all mandatory accident investigations and deal with general H&S complaints and requests for advice which will lead to an improvement in H&S standards. Going forward there will development of H&S projects that fit into the H&S Executives priority topic areas as these are recognised to have the most impact on safety and ill health. | 50%            |

<sup>3</sup> Time to Change is a growing movement of people changing perceptions about mental health: awareness campaigns aim to improve public attitudes towards people with mental health problems, reduce discrimination and challenge stigma. Local authorities can access resources to help promote this: <https://www.time-to-change.org.uk>