

Update from Better Outcomes, Better Lives

Thursday 25 August 2022



New community prototype to be piloted with Cornerstones Integrated Neighbourhood Team (INT)

A key aim of the **Early Help workstream in the Better Outcomes, Better Lives Programme** is to maximise the independence of the residents of Manchester by supporting people to live well for longer and empowering them to achieve better life outcomes and reduce their dependency on formal care, which is at the heart of all our practice.

To achieve this, we are going to test out the impact of professional capacity, such as Social Workers and Occupational Therapists, supporting the Manchester City Council Contact Centre by providing knowledge and timely and effective decision making within the newly formed Early Help and Targeted Support Team.

The first prototype to test this approach is with the Cornerstones INT (Ancoats, Bradford, Beswick, Clayton and Openshaw) launching on Monday 5 September 2022. For the prototype, the process will be:

- Contact Centre Officers will undertake strengths-based conversation as the existing process
- Any adults without a case open to a worker who live within the Cornerstones INT neighbourhood footprint of Ancoats, Bradford, Beswick, Clayton and Openshaw are reassigned to the professional capacity i.e., Early Help and Targeted Support Team
- The Early Help and Targeted Support Team undertakes further engagement with the adult, family, carer, or advocate, where required to use professional knowledge and judgement to determine appropriate outcome
- The Early Help and Targeted Support Team will hold cases for a maximum of three days to resolve or triage appropriately

The impact of the prototype will be monitored and evidenced through robust metrics developed and supported by the Performance, Research and Intelligence service.

Where a contact for a resident within the Cornerstones INT footprint is incorrectly assigned to your team please reassign to the Early Help and Support tray on Liquid Logic.

Questions and feedback

If you have any questions in relation to the prototype, please contact your team manager in the first instance. Additionally, you can contact [Rob Mann](#), Project Manager or [Natalie Daly](#), Senior Social Worker for further information or to provide feedback.