

# Adults, Housing & Health Directory

**January 2023**

Review Date: April 2023

## **Purpose**

The purpose of this document is to provide an overview of each department within the Adults, Housing and Health directorate. The aim is to increase staff awareness in order to promote 'right first time' communications and wider organisational understanding of the work undertaken by various teams. It will be the responsibility of each team to ensure the document is reflective of their service, such as updating content as necessary. However, a formal review will take place bi-monthly directed by the Adults, Housing and Health Business Management Team.

## **The Adults, Housing and Health Directorate include the following services:**

- Adult Social Care
- Communities and Libraries
- Housing Management
- Public Health
- Strategic relationships and leadership of the local health, care and wellbeing system including strategic liaison with the Mid and South Essex Integrated Care System, and local third sector.

# Adults, Housing and Health Business Management Team

Business Manager, Adults, Housing and Health

## **Overview of service**

The Adults Housing and Health Directorate Business Management Team is part of the Corporate Business Management Team function that was created in 2018 to support Corporate Directors and the Chief Executive with delivering the Council's Strategic Priorities.

The Team is responsible for the provision of personal assistant support to senior, strategic colleagues across three separate but joined up Divisions comprising Public Health, Housing and Adult Social Care. The team undertakes a range of business management, corporate and statutory functions and provides PA support to over 15 Senior colleagues across the Directorate and provides high level secretariat support to over 35 key operational and strategic meetings.

The team is responsible for overseeing and coordinating cross directorate business, including the IG point of contact for the Directorate, coordinating FOIs, complaints and members enquiries as well as taking forward bespoke projects such as the introduction of a Directory for the Directorate and Directorate Conversations.

# Adult Social Care, Communities and Libraries

## Foreword from Interim Director of Adult Social Care and Community Development

Les Billingham – Interim Director, Adult Social Care and Community Development

### Overview of Service

Adult Social Care, Communities and Libraries is a broad but inextricably linked group of services and functions – all providing support to people living in Thurrock's communities.

### Adult Social Care

Adult Social Care consists of three key functions: Commissioning, Fieldwork; and Provision.

The Service provides care directly and also through commissioned providers. We currently provide support (either directly or indirectly) to 2742 individuals. The majority of our services involve residential care and home care (also known as domiciliary care), but we also provide day care, respite care, outreach, extra care housing and supported housing. Our in-house provider capacity (called Caring for Thurrock) also acts as the 'provider of last resort' – ensuring we have contingency plans in place to reduce the impact of external provider failure.

Our Commissioning function has a key role in developing the market to ensure that we are able to purchase the services we need for people requiring our support. This includes the development of a Market Strategy.

Our Fieldwork teams have the responsibility for identifying how to support those requiring it. This does not always mean providing a service. Over the years, we have adopted a strength-based approach to social work which means that we have conversations to identify what the person, their family and their community can do before considering service options. It also means focusing on what matters to the person and how that can best be delivered. Often the best solution can be found within the community or working in partnership with the community.

We have a significant transformation programme in place across adult social care and health, and we are constantly looking for ways of providing the best outcomes and the best experience when people need our help.

## Community Development and Equalities

The Community Development and Equalities Team (CD&E) builds upon Adult Social Care's approach towards strong and connected communities and networks that provide residents with alternative solutions to traditional services, and help to prevent, reduce and delay the need for public service intervention. The Team leads on the development and implementation of Council's Collaborative Communities Framework, single model of engagement and corporate equality objectives along with the Stronger Together Partnership that has developed to enable effective partnership working across the public, voluntary, community and faith sector.

### Libraries

We have nine libraries across the Borough including a Central Library at Grays. Grays Central Library is based in the Thameside Complex. Our branch library in Purfleet is self-serve and volunteer led. Libraries are a statutory service, supporting and encouraging the aspirations of residents. Libraries also provide a vital community space for local groups to meet as well as events engaging with the community. Many of our Teams use libraries as a way of connecting with and supporting communities and individuals.

## Commissioning and Procurement Service

### Commissioning Team

#### Overview of service

This team is responsible for identifying needs through detailed analysis, developing service specifications, procuring services, implementing those services and monitoring the delivery and quality by working with the community and partners. The team also develops in partnership strategic approaches, across communities and specific service areas including disability, mental health and older age adults ensuring pathways for support are clear and defined to support easy access.

#### Primary Team Contact Details

Role
Service Manager Adults Commissioning
Service Manager Children's Commissioning

#### Generic Email Addresses

Email address	Purpose
<a href="mailto:ASCcommissioning@thurrock.gov.uk">ASCcommissioning@thurrock.gov.uk</a>	Central contact for all enquiries relating to the Commissioning Team.

## Customer Finance Team

### Overview of service

This team is responsible for Financial Assessments and Benefit Maximization in line with the charging framework set out by the government, self-managed Direct Payments and managed Direct Payments, provider invoice payments for all services in Adult Social Care, service user billing and for café meals and friendship clubs, Adult Social Care Debt Recovery in line with the Fair Debt Policy, Children's provider Payments and in house foster carer payments.

### Primary Team Contact Details

Role
Charging reform Lead
Interim Deputy Manager Customer Finance

### Generic Email Addresses

Email address	Purpose
<a href="mailto:directpayments@thurrock.gov.uk">directpayments@thurrock.gov.uk</a>	Direct Payment queries and DP agreement forms.
<a href="mailto:FAST3@thurrock.gov.uk">FAST3@thurrock.gov.uk</a>	Invoice payments and service user invoices and debt recovery queries.
<a href="mailto:Joint.team.referrals@thurrock.gov.uk">Joint.team.referrals@thurrock.gov.uk</a>	Financial assessments and queries and FABA Forms

# Contract Compliance, Placement and Brokerage

## Overview of service

This team is responsible for monitoring contract compliance with all contracted providers including residential and nursing care, domiciliary care and supported living. They source placements and negotiate fees to ensure value for money and that the placements are of high quality. The team works closely with all adult social care providers to develop and shape the market in Thurrock so that it is able to respond to local need.

## Primary Team Contact Details

Role
Senior Contract Officer
Senior Contract and Brokerage Officer

## Generic Email Addresses

Email address	Purpose
<a href="mailto:ASCplacements@thurrock.gov.uk">ASCplacements@thurrock.gov.uk</a>	In borough placement queries
<a href="mailto:AdultBrokerage@thurrock.gov.uk">AdultBrokerage@thurrock.gov.uk</a>	Out of borough and working age adult placements

# Caring for Thurrock

## Overview of service

This team is responsible for the Council's internal provision of care to elderly & vulnerable residents across the borough.

## Primary Team Contact Details

Role
Business Team Manager
Business Deputy Manager

## Collins House - Residential Care Home

### Overview of service

Collins House provides a home for 45 residents, some permanent and others on an interim basis, who have been assessed as needing higher levels of care and support. Residents have their own room, where on site daily health and personalised care can be provided 24 hours per day. There are various activities for residents to participate in and family members and friends are encouraged to visit any time.

## Primary Team Contact Details

Role
Residential Team Manager
Deputy Manager Resources
Deputy Manager Services

Email address	Purpose
<a href="mailto:CollinsHouse@thurrock.gov.uk">CollinsHouse@thurrock.gov.uk</a>	All Collins House enquiries



## Extra Care

### Overview of service

Residents requiring extra support to enable them to live independently in their own Council flats are accommodated at Piggs Corner. There are 55 flats with 24-hour concierge services, providing security and peace of mind. A team of carers provide personal care and support to residents in their homes and residents are encouraged to meet and can enjoy a nutritious meal in the communal dining room, provided by staff. Other activities are facilitated on site through the Councils' sheltered housing service.

### Primary Team Contact Details

Role
Residential Team Manager
Deputy Manager Resources
Deputy Manager Services

Email address	Purpose
<a href="mailto:ExtraCare@thurrock.gov.uk">ExtraCare@thurrock.gov.uk</a>	All enquiries

## Community Services

### Overview of service

The community service is our in-house provider and provides care and support to people within their own homes mainly in Tilbury and Chadwell. This may be long or short term and the level of support provided varies greatly according to need. It includes personal care, preparing food and drinks and helping residents to move around. The service will be at the heart of the ASC transformation programme, developing new and innovative ways of working to provide the best outcomes possible for residents. The team also provides proactive support, such as physiotherapy, to enable people coming out of hospital or recovering from illnesses or injury to regain or improve their independence. The team consists of a wide range of professionals including independence support workers, nurses, physiotherapists and occupational therapists who work together to achieve the best outcomes for service users.

### Primary Team Contact Details

Role
Community Team Manager
Deputy Manager Community Resources
Deputy Manager Community Services x 3

Email address	Purpose
<a href="mailto:CFT@thurrock.gov.uk">CFT@thurrock.gov.uk</a>	All enquiries

## Overview of service

**Friendship Club** - The carers centre provides day care for residents who are usually elderly or disabled, who can be transported to and from the centres, which are open Monday to Friday. Whilst there, residents can take part in a number of activities, including board games, bingo sessions, guest speakers on topics of interest, craft activities, entertainment, light exercise classes, day trips, gardening, cooking, and singing. They also receive a meal and enjoy time chatting and reminiscing with others. The service greatly benefits those who would otherwise suffer from social isolation.

### Primary Team Contact Details

Role
Community Team Manager
Deputy Manager Community Services
Deputy Manager Community Services

## Friendship at Home

### Overview of service

Formally known as the Sitting Service, the team provide respite for informal carers, and activities for people who are housebound or unable to attend the Friendship Club.

The new Virtual Friendship Club Co-Ordinator visits people in their own home to help them connect up to the Friendship club and family/friends through face time and other social media. Service users are shown how to use electronic devices such as iPads to link in with others, play games and learn something new. The loan of iPads as a starting point enables those who would not usually have access to such devices to try them out at home.

The service helps to combat isolation and loneliness, and to prevent carer breakdown.

### Primary Team Contact Details

Role
Community Team Manager
Deputy Manager Community Services
Deputy Manager Community Services

## Wellbeing Team

### Overview of service

The Wellbeing Team provides services to adults in their home and is an alternative to more traditional domiciliary care. The Teams work with adults living in the community in their own homes, requiring support and assistance with a range of personal care and assessed needs/tasks/emotional support. The Team focuses on maximising independence, choice and support to encourage people to regain and maintain control of their lives. Thurrock Wellbeing Teams are provided by a multi-skilled team of Wellbeing workers working within the Tilbury and Chadwell areas.

### Primary Team Contact Details

Role
Deputy Manager

### Generic Email Addresses

Email address	Purpose
<a href="mailto:wellbeingteams@thurrock.gov.uk">wellbeingteams@thurrock.gov.uk</a>	This is a combination of both Chadwell, and Tilbury Team staff combined
<a href="mailto:Tilburywellbeing@thurrock.gov.uk">Tilburywellbeing@thurrock.gov.uk</a>	Tilbury Team contact email for staff, clients and other Teams
<a href="mailto:Chadwellwellbeing@thurrock.gov.uk">Chadwellwellbeing@thurrock.gov.uk</a>	Chadwell Team contact email for staff, clients and other Teams

# Adult Social Care Fieldwork

## Overview of service

Social care supports many different people, at many different times in their lives. From help with self-care to safeguarding against abuse. In Adult Social Care, we will listen to what is important to you, and co-produce the support that you may need. Each person is an individual and we will listen to what they want and encourage them to make decisions about their care and choices that matter to them.

Our strength-based social work support remains our focus, we look at what people can do and not what they cannot do. We start with a conversation rather than the assessment and get to know what is important to you. You or those that support you will take the lead and we will provide the relevant information and support to help with decision making.

We benefit greatly from working closely with a wide range of partnerships. This provides a host of services on hand to effectively address a range of complex needs, avoid duplication and offer a holistic, integrated service to those people who need our support.

We believe the best way to serve a community is to be a part of it. Social workers are encouraged to work remotely from various locations within their communities to get a true feel for the area. This makes them more familiar to the residents, which can remove some of the barriers that often exist. Ensuring bureaucracy is the absolute minimum it has to be, people get the right support and information, and advice are provided when needed to prevent crisis and people are empowered and their individual strengths and gifts built on.

## Primary Team Contact Details

Role
Service Manager

## Community Led Support (CLS)

### Overview of service

CLS consists of 4 social work teams working in a place-based way. We have worked over previous years to shift our social work practice towards being 'strength-based', and CLS is the embodiment of this approach. As a part of the Better Care Together Thurrock transformation programme, CLS now covers the whole of Thurrock, mirroring the four areas associated with Primary Care Networks. Based in the community, the CLS team work on building relationships so that they can provide a broader set of options for people requiring support. They aim to reduce bureaucracy so that they have a greater amount of time to spend with individuals, and they also provide increased access points for people by running several drop-in sessions. Conversations held with individuals focus on how what matters most to them can be maintained or achieved regardless of the reason they need support.

## Primary Team Contact Details

Role
CLS 1 Team Manager
CLS 2 Team Manager

CLS 3 Team Manager
CLS 4 Team Manager
Team Admin CLS 1 & 2
Team Admin CLS 3 & 4

## Urgent Community Response Team (UCRT)

### Overview of service

UCRT is an integrated service with health colleagues. The service provides a rapid assessment and short-term health and social care support to individuals, over the age of 18, experiencing or about to experience an immediate crisis in the community or in A&E that without intervention would lead to a hospital attendance or admission and or care home admission. The team of health and social care staff work within a 2-hour response time, 7 days a week providing support, care, assessment and arrange services as identified.

### Primary Team Contact Details

Role
Interim Operational Lead
Team Admin

### Generic Email Addresses

Email address	Purpose
<a href="mailto:Dutyadults@thurrock.gov.uk">Dutyadults@thurrock.gov.uk</a>	For all UCRT enquires

## Reviews Team

### Overview of service

The Review Team are responsible for completing annual reviews of our residents that have services to ensure we are supporting them in reaching their desired outcomes.

### Primary Team Contact Details

Role
Deputy Manager

### Generic Email Addresses

Email address	Purpose
<a href="mailto:ASCreviews@thurrocck.gov.uk">ASCreviews@thurrocck.gov.uk</a>	For all enquires

## Adults Safeguarding

### Overview of service

The Safeguarding Team administrates all safeguarding cases for Thurrock. The Team triages all safeguarding cases as well as providing advice to professionals and the public with any safeguarding queries. The Deprivation of Liberty (DOL) service statutory legal service that ensures those that cannot consent to their care arrangements in a care home or hospital are protected if those arrangements deprive them of their liberty. The DOL Team manage and coordinate new referrals and renewals to organise for assessments to be undertaken to check that care arrangements are necessary and, in the person's, best interest. Thurrock Corporate Appointee Team manage finances for service users who lack capacity to do so themselves and have nobody who can act on their behalf.

### Primary Team Contact Details

Role
Team Manager
Duty officer

### Generic Email Addresses

Email address	Purpose
<a href="mailto:safeguardingadults@thurrock.gov.uk">safeguardingadults@thurrock.gov.uk</a>	All Safeguarding enquires
<a href="mailto:dol.safeguards@thurrock.gov.uk">dol.safeguards@thurrock.gov.uk</a>	All DOL enquiries
<a href="mailto:Appointee.Cop@thurrock.gov.uk">Appointee.Cop@thurrock.gov.uk</a>	All Thurrock Corporate Appointee enquires



## Sensory Services

### Overview of service

The Sensory Service are responsible for assessing and supporting adults over 18 years who have sight, hearing or a dual sensory impairment, as well as people who are Deaf. We provide short and longer-term support through rehabilitation programmes to increase and maintain independence, as well as advice on suitable equipment and access to other support services and voluntary agencies.

### Primary Team Contact Details

Role
Sensory Service Lead
Senior Practitioner
Sensory Rehabilitation Officer

### Generic Email Addresses

Email address	Purpose
<a href="mailto:sensory@thurrock.gov.uk">sensory@thurrock.gov.uk</a>	Sensory enquiries

# Occupational Therapy

## Overview of service

The Occupational Therapy Service supports both Adults and Children's Social Care and is responsible for providing a range of support in accordance with the Local Authorities statutory duties under the Care Act 2014, the Housing and Regeneration Act 2008 and the Children's and Families Act 2014.

The primary function of the service is to undertake an assessment of need within the relevant legislative frameworks above. Occupational Therapy Services work with adults and children of all ages and with a wide range of conditions, looking beyond a person's diagnoses and limitations; and focusing on the hopes and aspirations of the individual. The service looks at the relationships between the individual, the activities (occupations) they do every day and the environment in which they engage in their occupations.

The range of interventions and support can be varied, but is predominately focused on information and advice, exploration of alternative ways of doing the everyday things people do, provision of OT related equipment, minor and major home adaptations, and access to other opportunities or services available within the wider health and social care system and community.

Occupational Therapy Services are also responsible for the delivery of Integrated Community Equipment Services across Thurrock in partnership with Essex County Council and relevant Health Partners across the whole of the Essex footprint, supporting access to specialist equipment services for Adults, Children, Special Educational Needs and Health services.

## Primary Team Contact Details

Role
Principal OT, OT Service Lead
Senior Practitioner OT x 4
Occupational Therapist
OT Admin support x2

## Generic Email Addresses

Email address	Purpose
<a href="mailto:adminot@thurrock.gov.uk">adminot@thurrock.gov.uk</a>	OT & ICES enquiries

## Disabled Facilities Grant

### Overview of service

The DFG Service is responsible for the administration and delivery of Disabled Facilities Grants for both children and adults which offers Central Government financial assistance for home adaptations to local Disabled residents, including Owner Occupiers, Private Tenants and Housing Association Tenants. The Team works closely with the OT Service who complete Assessments identifying the needs of grant applicants.

Examples of works completed include Stair Lifts, Shower Adaptations, Ramps, Ceiling Track Hoists, Through Floor Lifts and Extensions.

The DFG Service works with residents, contractors, OT's and other Thurrock Council Service Teams taking a "strengths-based" approach to support grant applicants through the DFG Process from start to finish, ensuring that the adaptations they need to their homes are progressed to make a real difference to the daily lives of disabled people throughout Thurrock.

### Primary Team Contact Details

Role
DFG Service Lead
DFG Officer
DFG Officer

## Generic Email Addresses

Email address	Purpose
<a href="mailto:DFG@thurrock.gov.uk">DFG@thurrock.gov.uk</a>	DFG enquiries

## Complex care Team

### Overview of service

The Complex Care Team works to support adults who have learning and physical disabilities and mental health needs. The Team also supports adults with multiple diagnoses, those who are difficult to engage and have on-going complex support needs as well as those who do not have any family support.

### Primary Team Contact Details

Role
Team Manager

### Generic Email Addresses

Email address	Purpose
<a href="mailto:Complexcare@thurrock.gov.uk">Complexcare@thurrock.gov.uk</a>	All Complex care enquires

## Preparing for Adulthood - Transition Team

### Overview of service

The Preparing for Adulthood (PFA) Team is a specialist disability Transition Team. The Team offers advice, guidance, and long-term social work interventions to young people with special education needs or disability and their parent/carers, who are in transition between Children Services and Adult Social Care Services until they are 25 years old.

### Primary Team Contact Details

Role
Team Manager

### Generic Email Addresses

Email address	Purpose
<a href="mailto:Transitionsdfa@thurrock.gov.uk">Transitionsdfa@thurrock.gov.uk</a>	All Transition/ Preparing for Adulthood enquires

## Older Peoples Mental Health Team

### Overview of service

The Older People's Mental Team (OPMHT) is an integrated Team, which is made up of both Community Psychiatric Nurses (CPNs) and Social Workers, Mental Health Support Workers, Intermediate Care Therapy Assistants and Support Planners. The Team is responsible for supporting older adults with a severe and enduring mental illness including Alzheimer's and Dementia. However, the Team also works with younger adults who may have an early onset Dementia diagnosis.

### Primary Team Contact Details

Role
Team Manager
Senior Administrator

### Generic Email Addresses

Email address	Purpose
<a href="mailto:OPCMHT@thurrock.gov.uk">OPCMHT@thurrock.gov.uk</a>	For all Referrals and enquires

## Adults Community Mental Health Team

### Overview of service

The Adults Community Mental Health Social Work Team are responsible for supporting individuals with a mental health diagnosis or experiencing mental health problems.

### Primary Team Contact Details

Role
Team Manager

### Generic Email Addresses

Email address	Purpose
<a href="mailto:MentalhealthSWT@thurrock.gov.uk">MentalhealthSWT@thurrock.gov.uk</a>	For all Referrals and enquires

# Health and Care Transformation

Ceri Armstrong – Interim Director – Adult Social Care and Health Transformation

## Overview of service

This area consists of strategy development, ASC improvement, and programme management for the Health and Social Care Transformation Programme (Better Care Together Thurrock). The work is developed and delivered jointly with NHS partners and through our close relationship with the voluntary and community sector. Innovations being developed and tested include developing a new locality-based operating model for health and care, developing and testing a new integrated workforce model for health and social care and the development of a new approach to delivering health and care to people in their homes.

## Primary Team Contact Details

Role
Adult Social Care & Health Improvement Officer
Adult Social Care & Health Improvement Officer
Adult Social Care & Health Impact Officer

## Thurrock First

### Overview of service

The Thurrock First Team is the integrated first point of contact for adults living in Thurrock who want to talk to someone about adult social care, community nursing, mental health and care available in the community. The Service is available 7am to 7pm, 365 days a year. The aim of Thurrock First is to resolve issues at first point of contact wherever possible. The provision of information and advice is a significant part of the Team's role, and they also process referrals for Community Health and Mental Health as well as carrying out assessments for Social Care. The Team can be contacted by 'phone or email on 01375 511000 or [thurrock.first@thurrock.gov.uk](mailto:thurrock.first@thurrock.gov.uk)

## Primary Team Contact Details

Role
Team Manager
Senior Coordinator
Senior Coordinator

## Generic Email Addresses

Email address	Purpose
<a href="mailto:Thurrock.First@thurrock.gov.uk">Thurrock.First@thurrock.gov.uk</a>	All Thurrock social work referrals/enquires

# Thurrock Health and Social Care Place Based Implementation

Carmel Micheals – Assistant Director, Thurrock Health and Social Care Place Based Implementation

## Hospital Social Work Team

### Overview of service

The Team is responsible for discharge planning for Thurrock patients at who are in Basildon Hospital and Thurrock and Brentwood community hospitals. The Team undertakes comprehensive assessments of patients from these hospitals on a social care pathway and ensures appropriate support is in place for a safe discharge. When necessary, the Team will arrange interim placements if somebody is unable to return home. The team also monitors referrals from all out of area hospitals

### Primary Team Contact Details

Role
Team Manager

## Generic Email Addresses

Email address	Purpose
<a href="mailto:hospitaldutyteam@thurrock.gov.uk">hospitaldutyteam@thurrock.gov.uk</a>	All Hospital Social work enquires

## Local Area Coordination

### Overview of service

Local Area Coordinators (LACs) support vulnerable people work towards their vision of a good life. Embedded in communities the team use their connections with local people and community assets to offer practical person-centred support. Building on an individual's own strengths and gifts to help them achieve their goals.

### Primary Team Contact Details

Role
Team Coach

### Generic Email Addresses

Email address	Purpose
<a href="mailto:localareacoordination@thurrock.gov.uk">localareacoordination@thurrock.gov.uk</a>	All LAC enquires

## Thurrock Social Work Academy

The purpose of the academy is to work with adults and children's services to understand national and local need regarding social work development and support the service to provide social workers with the training and learning opportunities they need to complete their roles. The academy will also support the service in highlighting the profiles of social work in Thurrock externally through the Council's website and social media.

### Aims and objectives

- To support social work development across Children's and Adult's services
- To provide accessible information about career structures and training.
- To support the recruitment of social workers and to maximise staff retention by understanding the workforce and their needs.
- To use a digital first approach in terms of promotion of programmes
- To provide a training and development programme for:
  - Student social workers completing their placement in the service in line with university requirements.
  - newly qualified social workers (NQSW's) undertaking the Assessed and Supported Year of Employment (ASYE), in line with national requirements specified by Skills for Care this includes, monthly peer support sessions, reflective sessions to assist their learning and development and training sessions over the first year in practice.
  - practice educators (PE's) and ASYE assessors (who are experienced social workers with at least 2-3 years post qualifying experience) who provide an essential role in social work education, maintaining standards and constantly exploring how to improve practice. Our PE's and ASYE assessors have access to training and monthly peer support workshops throughout the coming year providing opportunities to learn, to support one another to learn and reflect.



## Primary Team Contact Details

Role
TSWA Manager
TSWA Professional Educator
TSWA Business Administrator

# Community Development & Equalities

## Overview of service

The Community Development and Equalities Team (CD&E) builds upon Adult Social Care's approach towards strong and connected communities and networks that provide residents with alternative solutions to traditional services. These help to prevent, reduce and delay the need for public service intervention. The team leads on the development and implementation of council's Collaborative Communities Framework, single model of engagement and corporate equality objectives along with the Stronger Together Partnership that has developed to enable effective partnership working across the public, voluntary, community and faith sector. The team supports stronger community cohesion through its work, building understanding and empathy between new and existing communities, and assisting to support refugee assimilation for those fleeing persecution.

CD&E supports and directs council services to ensure the views and needs of residents and communities underpin decision making. The team manages the council's consultation portal. The team is also responsible for overseeing and advising on the council's approach to equalities and adherence to the Equality Act 2010 and Public Sector Equality Duty - this includes advice and guidance for specific strategic and regional partnership initiatives (e.g. Thames Freeport). The team leads on the implementation of a number of additional key programmes and policies for the organisation including those linked to the development of a strong voluntary sector, grants and community funding, building community cohesion, community rights, volunteer involvement, the social value framework and the legacy of the Thurrock Coronavirus Community Action programme. The team are underpinning the development of council's approach to community asset transfer in conjunction with the council's disposals policy and maximising opportunities for Thurrock from the Community Ownership and wider Levelling Up funds. The team supports a number of annual events including Holocaust Memorial Day, Volunteers' Week and the great British Spring Clean.

Thurrock Library Service is part of the service. Grays Central Library is based in the Thameside Complex and has a network of 9 branches across Thurrock, one of which is self-serve and volunteer led, based at Purfleet hub. Libraries are a statutory service, supporting and encouraging the aspirations of residents, for their educational, leisure, digital and information needs such as health, housing and job-seeking. Libraries also provide a vital community space for local groups to meet as well as events engaging with the community. Some libraries are also hubs, acting as anchors for the local community, where they operate in partnership with libraries offering a wide range of support services in one place.

The Library Development Team consists of 5 members of staff who support frontline staff and promote the benefits of libraries in the wider community, engaging with all ages from pre-school children, up to and including adults across the generations. The Development Team support resident's needs encompassing the national Universal Offers of: Digital and Information, Health and Well-being, Culture and Creativity, Reading, the Children's Promise and Vision and Print Impaired Promise. Within these offers' libraries support, for example, the national Bookstart and Time to Read programmes, class visits, Summer Reading Challenge, run author and family events, Essex Book Festival, Wiser4IT, Job Club, Tablet support and liaise and work with local organisations and groups such as primary and secondary schools, Thurrock Adult Community College, Adult Social Care, Recovery College, MIND, Alzheimer's Society and the NHS,

The Senior Management Team is led by two members of staff who oversee the operational side of libraries and plan strategically alongside the Library Development Manager.

### **Primary Team Contact Details**

<b>Role</b>
Team Manager – Community Development and Equalities
Senior Library Operations and Performance Manager
Library Development Manager

## Generic Email Addresses

Email address	Purpose
<a href="mailto:Community@thurrock.gov.uk">Community@thurrock.gov.uk</a>	First point of reference for incoming and outgoing engagement with residents and community groups including community forums. Used for a wide range of purposes including circulating information on council initiatives, programmes and events, small grants programmes, voluntary sector development fund and any current initiatives e.g.: Queen's Platinum Jubilee
<a href="mailto:CommunityRights@thurrock.gov.uk">CommunityRights@thurrock.gov.uk</a>	Used to receive and respond to nominations to list land and buildings as assets of community value (Community Right to Bid) along with expressions of interest from organisations that wish to run a local service (Community Right to Challenge).
<a href="mailto:Consultations@thurrock.gov.uk">Consultations@thurrock.gov.uk</a>	Used to receive and respond to generic and specific enquiries concerning the consultation portal and council's consultation and engagement activity.
<a href="mailto:Diversity@thurrock.gov.uk">Diversity@thurrock.gov.uk</a>	Services send committee reports to this address for verification of diversity and equality implications. Also used to receive and respond to generic and specific enquiries from residents and services concerning equality, diversity and inclusion.
<a href="mailto:Volunteering@thurrock.gov.uk">Volunteering@thurrock.gov.uk</a>	Used to receive applications from individuals wishing to apply for volunteer vacancies along with incoming and outgoing generic and specific communication with volunteers and volunteer managers (e.g., Volunteers Week).

# Thurrock Approved Mental Health Practitioners Professional Service

## Overview of service

The Approved Mental Health Professional (AMHP) Service is a statutory service provided by the local authority to carry out certain duties under the Mental Health Act 1983 (amended 2007). AMHPs are mental health professionals who have been approved by the local authority to carry out mental health act assessments that may lead to an individual being detained ('sectioned') under the Mental Health Act. It is also the AMHPs responsibility to ensure the individual is aware of their rights, treated with respect and dignity and has access to an advocate.

## Primary Team Contact Details

Role
Mental Health Act Assessment Coordinator

## Generic Email Addresses

Email address	Purpose
<a href="mailto:thurrockamhp@thurrock.gov.uk">thurrockamhp@thurrock.gov.uk</a>	All AMHP enquires/referrals

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