

MINUTES of a meeting of the **CABINET MEMBER FOR HEALTH AND COMMUNITIES** held on 5 April 2016 at County Hall, Matlock

PRESENT

Councillor D Allen – Cabinet Member

Also in Attendance – Councillor E Wilcox

30/16 **MINUTES RESOLVED** that the minutes of the meeting of the Cabinet Member for Health and Communities held on 15 March 2016 be confirmed as a correct record and signed by the Cabinet Member.

31/16 **USE OF CALL BLOCKERS TO PREVENT FRAUDULENT UNSOLICITED TELEPHONE CALLS** Call Blockers were designed to filter out unwanted calls, but enabled the householder to maintain contact with family, friends and local services. Details were provided of how they worked. Approval had previously been given to provide Call Blockers to local vulnerable people, and working in partnership, the Trading Standards Division had installed 36 Call Blockers throughout the County. Collectively, the Call Blockers had prevented in excess of 11,000 scam telephone calls over a period of two years. Data provided by True Call, who provided the Call Blocker technology, was presented.

Since the first installation, Call Blockers had monitored 23,473 incoming telephone calls, of which 11,696 had been assessed as 'nuisance calls'. 21% of the nuisance calls had been international calls, in 10% the caller information had been unavailable, and in 19% of the calls, the caller information had been withheld. Five householders had been receiving 39 nuisance calls per month, which was over five times the national average, and during December 2015, 122 calls in the middle of the night had been prevented. Calls blocked had included those from fraudulent accident claims, lifestyle surveys and energy switchers, and 37 calls from a number associated with a Microsoft scam had also been blocked.

The technology appeared to be effective, and feedback from recipients and their family and friends remained positive. The Division retained a small stock of Call Blockers and would continue to support Derbyshire Scam Watch and the Trusted Trader Scheme.

RESOLVED to note the report.

32/16 **SUBSTANCE MISUSE S256 BUDGET REFERRAL** A S256 agreement had previously been brokered between statutory partners, Derbyshire Primary Care Trust and the County Council, and approval had

been given for a number of grants from the budget, which had included the delivery of three courses.

Intuitive Recovery was a short course targeted at long term opiate users. Between January 2015 and February 2016, 119 clients had completed the programme, and this represented 85% of all those commencing the course. Of the completions, 103 clients had been data matched to determine 32 were no longer in service, with all but two being planned discharges. Furthermore, 23 of the 67 parents that had completed the course had now been discharged from treatment services.

Exodus was a six month follow-on programme to enable long term users to reduce their prescription medication and exit treatment services. One Exodus programme had been delivered - seven long-term opiate clients had been engaging with their prescriber to reduce their prescribed medication, use the support of the shared objectives of the group, look for alternative means of occupation, engage in local recovery opportunities, and seek volunteering and employment. The programme was still ongoing, with six clients due to cease prescribing and exit treatment services in Spring 2016.

Skills to Employment was a short course targeted at unemployed people in treatment services to increase their employability. Out of the two courses delivered, fourteen individuals had completed the course, with 50% achieving an improved ETE status – five had enrolled on volunteering programmes and two had obtained employment.

Feedback from the Intuitive Thinking Skills suite of programmes had been very positive. Approval had been given for funding for a team from Sheffield Hallam University to undertake an evaluation project looking at the longer-term outcomes associated with the programme in Derbyshire. This would be a six month cohort study, looking at the outcomes that participants had achieved. The courses had recently been opened up to include individuals with alcohol problems and those subject to Integrated Offender Management, and had started to build momentum. The allocation of funding for a further year, to March 2017, would allow the success of the approach to be extended to others who could benefit from the interventions.

The budget under S256 currently stood at just over £263,000, so there were sufficient monies to support a further year of Intuitive Thinking Skills courses. The funding breakdown was presented.

RESOLVED to approve the proposed expenditure as three grants from the S256 Substance Misuse Budget.