NHS Welfare Reform, Health and Employability Forum 15th March 2017 10am-12pm Teachers Building Glasgow

Present: Lisa Buck (Chair NHS GG&C), Donna Burnett (NHSHS), Alison Newman (NHSHS), Margaret Dickson (NHSHS), Anne Ramsay (NHSHS), Wendy Third (NHS Tayside), Aileen Tait (Tayside), Jacqueline Brown (SG), Maggie Vooght (NHS A&A), Sylvia Baikie (NHS Lothian), Kate Burton (NHS Lothian), Jeanette Hagerstrom (SG), Carol Chamberlain (NHS Lanarkshire), Louise Cook (DWP), Helen Tomison (DWP), Debbie Nelson (NHSGG&C)

Video/Tele Conferencing: Linda Leighton- Beck (NHS Grampian), Margaret Brown (NHS Highland),

Apologies: Neil Hamlet (NHS Fife), Joanne Farrow (SG), Gabe Docherty (NHS Lanarkshire), Marlene McMillan (NHS A&A), Judy Gibson (SG), Allyson McCollum (HS Borders)

Discussion/Outcome	Action
Introductions/Apologies	
Everyone introduced themselves to the group and LB shared apologies from those who were unable	
to attend.	
Actions	
The Actions from the previous meeting were discussed, agreed and thanks were given to all for	
completing.	
NHS Forth Valley & Western Isles have still to be visited regarding the Welfare Reform Outcome	
Focused Plan (OFP) Alison will organise with Kate and Margaret.	AN
NHS A&A looking for representation from DWP to co-facilitate Employability and Health training	
across 3 hospitals in NHS A&A. LC agreed to look into this for MV.	LC
Margaret Dickson has agreed to map the eLearning tools across the boards ensuring that	
Employability, Financial inclusion, Welfare Reform and Vocational Rehabilitation eLearning	MD &AN
Resources are included. The aim will be for the group to look at sharing resources if useful. Alison	
Newman will assist. All members of the WRHEF to contact Margaret with either links or information	ALL
that is available in their area in relation to eLearning modules.	
Highland –FP agenda, SG published its response to both reports that came out last week from the	
Fuel Poverty Rural Task Force and this is currently being looked at. An Energy Carer Proposal from	
Lochalsh and Skye Housing Association (which was developed on behalf of their group) one of the	
actions from the Scottish Government is that they are funding a Pilot Home Care Advice Project in 2	
rural areas based on the Energy Carer Proposal. This will include getting an academic review of the	
fuel poverty definition by summer 2017 then later on in the year they will publish a consultation on	
Fuel Poverty Strategy and bring in a Warmer Homes Bill in 2018.	
The Discharge Pilot with HES in Sutherland is going well. There will be a meeting in April to look at	
extending this pilot to community based staff in Sutherland.	
In Highland the community planning element are moving towards 9 community partnerships that	
will be delivering on adult services and children's services plan as well as the other requirements	
under this legislation. A briefing on Fuel Poverty has been carried out on all 9 of these CPPs.	
Kate Burton – Scotland's Social Security Powers	
A few weeks ago the report on the consultation on Scotland's new social security powers was	
published and a link was circulated. The Contributions of the Forum were included within this	Attached
consultation.	Link at
There are a number of things being taken forward, the first is:	bottom of
 The Benefit Uptake campaign (information on the 1st stage of this campaign came out last 	page

week) this is to try to increase the number of people receiving benefits as many people who are entitled to and require these benefits do not claim. From a health perspective, there is a need for a more targeted campaign, we have offered to support future campaigns.

• Supporting Advice Service – The Minister was very impressed at a recent visit to Taybank Surgery in Dundee where they have a Welfare Rights Adviser embedded in the Practice team. This Practice along with 2 others in Edinburgh have been part of a social return on investment study (link below). We are now gathering evidence of the effectiveness of colocating Advisers in Practices and best practice in doing this. A briefing has been done on this model of practice for the Social Justice Team at SG who have prepared a submission for the Minister for Social Security. Connections have been made between this work and similar work being carried out in the East End of Glasgow, funded by Joseph Rowntree Foundation, delivered in partnership with The Wheatley Group & Deep End in Glasgow. Guidance is being drawn up on how you might setup up Welfare Rights Advice in General Practice.

KB

Assessments;

Mini Mishra from the CMO Team is leading work to explore the requirement for automatic entitlement to ill health and disability benefits for some people. This is in place for terminally ill people in the current system, however SG is keen to determine whether this should apply to some other claimants.

Social Security and Health

Linda de Caestecker, DPH NHS Greater Glasgow and Clyde has taken on lead role responsibility for Social Security on behalf of Directors of Public Health Group. She will be supported by Health Scotland (led by Donna Burnett) from a health inequalities perspective, ScotPHO (led by Martin Taulbut) from a health data perspective and ScotPHN (led by Kate Burton) from a NHS perspective.

Scottish Government – Jeanette Hagerstrom Fair work Directorate

A re-structure is currently being carried out within the Fair Work Directorate and will have one division working around pre-employment support and another working on in-work support. The new service from 1st April 2018 "Fair Start Scotland" is out to tender and will be one service focussing on vulnerable groups and those with disabilities and health issues.

The Scottish Government published a Disability Delivery Plan: Fairer Scotland for Disabled People. This includes commitment to supporting people with disabilities and long term health conditions across all areas of life with 5 themes including work, income & employment. A lot of this work sits on the Fair Work Directorate and links in to health areas. There is a commitment to reduce the disability employment gap by 50%.

Work is also underway to improve integration and alignment of employability support with other policy areas and health is one of the early priority areas being addressed. Donna Burnett represents health on an integration and alignment short life advisory group.

During April there will be a Disability Employment campaign funded by SG. This will focus on providing support for employers and individuals in order to raise awareness, develop case studies and will be linked to DWP's Disability Confident Campaign and Access to Work.

Action Points:

- SB will forward questions regarding the IPS model to Alison and this will be sent to Jeanette.
- WT suggested NHS might also take a look at bidding for contracts.

SB&JH WT

Donna Burnett - NHS Health Scotland

The Housing Minister has confirmed the NHS' involvement in terms of tacking Fuel Poverty. The academic review of the definition of fuel poverty included the group set up from SCOTPHN to offer support via Phil Mackie (NHS Health Scotland) and also Professor Liddle from Ireland. Employment Support Integration & Alignment of Employment Support Services with other policies, there focus on alignment in integration of health DB sits on an advisory group as an adviser continuing to work towards Health & Employability understanding and we held an event in the Lighthouse discussing what works well, the paper was created and top of list:

- 1. IPS extending approaches Employability Programmes similar to West Dunbartonshire model with trials on clients with different conditions (physical and social).
- 2. Providing funding direct to NHS teams instead or a health and social care partnership instead of bids. Recognise meaningful activity i.e. training, volunteering etc and step towards improving health.
- 3. Pre-Work support including clinical input, case management and Practitioner working together.
- 4. Adult work placements within the NHS and other public sector organisations
- 5. OT community clinics (similar to model in NHS Lanarkshire) via GP or library. Also a discussion around high demand for clinical services such as MSK and how in some parts of the NHS patients have been discharged for not attending, the suggestion was how employment services could support people by helping to ensure no missed appointments.

Donna will forward a paper on this and it will be circulated to the group.

Employability – The Scottish Local Authority Economic Development "SLAED" informed that the UK Government has written to all Chief Executives of Local Authorities to invite notes of interest around supported employment. Make a point of knowing your LA's and what's happening in your area. **Green Paper** – HIDG have submitted a response.

DB - AN

Jacqueline Brown DWP and Scottish Government Experience Panel DWP

PIP – 2^{nd} Scottish Stakeholder forum has taken place and has a range of stakeholders and members from various health agencies as members. The PIP programme was spoken about and an online survey will go out to people in receipt of PIP and ESA with regards to user service user experience with regards to various processes. The stakeholders discussed various topics for example; 65% of appeals are overturned in Scotland because in Scotland over 90% take a representative along with them as apposed to the rest of the UK where only 20% will take a representative with them. 5-10% take up offer of revised decision rather than going to appeal. ATOS stated that over ½ of the referrals they get have more info from DWP that they have gathered before an assessment which allows them to make a decision.

Mobility is sitting at 36% on PIP compared to 46% that was on DLA. Ministers are currently looking at the appeals process and the surrounding issues. Ultimately DWP want to have a direct line to ATOS for clarification. ATOS are currently piloting a factual report from GP's, as well as issuing insight reports in April to services they provide i.e. a new toolkit.

Scottish Government

This new post will be within the Engagement and Comms Team within the Social Security Department of Scottish Government.

The Minister gave a response following the Social Security Consultation in which she referred to experience panels and the advisory group being set up to look at different aspects of the findings. Jim McCormack from the JRF will be the Chair, Chris Kreegan from Scottish Consortium for Learning Disabilities and John Dickie from CPAG will also on this group.

Experience Panels –there have been 2 events and another is planned on20th March where stakeholders are invited (50approx) and informed that the experience panels are part of a research project.

The Minister is committed to listen to over 2k users over the next 4 years via call centre call in, Facebook, website and twitter. The DWP are issuing mail drop in partnership of 18k letters to clients in receipt of benefits or received benefits within the last 12 months asking them to take part in the pilot. There is a 10 week window to get service users involved and engaged, thereafter the SG will work with the experience panels looking at themed activities, communication and developing engagement for social security.

Helen Tomison and Louise Cook - DWP

Permitted work rules are changing from start of April allowing clients to remain engaged in some type of work without the impact on benefit regardless of whether they are going to be in the work

related activity or the support group. The opportunity is equalising for people within the WRAG Group to stay in permitted work for that bit longer. Alongside this there is the removal of the work related activity component. Financial Payments – Helen will send to Alison details of the payments for ESA claimants and this will HT to AN then forward to the group. At the beginning of February – older workers campaign for DWP staff only looked at thinking of older people and their ability to stay in employment as well as linking to the health agenda and tying both together. All future campaigns will have disability and employability tied in and will be linked to the health agenda. DWP are working to tie in this approach with work coaches and all future campaigns. DWP are Introducing a Health and Work conversation (referred to in the Green Paper) which will slowly be rolled out from now until September to **over** 17 Job Centres. A mandatory health and work conversation, which is a type of work focused interview, specifically designed for ESA claimants to take place before their Work Capability Assessment at around week four of their claim. The health and work conversation will be rolled out incrementally from March 2017, roll out to be completed by September 2017 Health and work conversations will be mandatory for the majority of claimants – subject to exemptions. The health and work conversation will support claimants with health conditions at an early stage in their ESA claim, with conversations being held at around week-4 During the health and work conversation the work coach will work through a Health and Work Conversation booklet with the claimant to agree an action plan. All actions agreed between the work coach and the claimant will be voluntary To protect vulnerable claimants, operational instructions will be issued explaining that it is not mandatory for claimants to attend the health and work conversation, if their circumstances deem that it would not be appropriate Work coaches will have the flexibility to defer the health and work conversation if the claimant cannot attend due to their circumstances. DWP will bring a colleague (visiting service) to discuss what they do i.e. information, referrals, HT & LC signposting to social services etc to one of our meetings. One of the campaigns that DWP are currently looking at is working with NHS Scotland to look at employing disabled workers in adult social care and health. There is an opportunity to look at publicising this jointly along with the run, in mid-April, of the -Working in the NHS Employability campaign. The group asked if there is "anyway to find out the actual number of appeals in Scotland and the number that are overturned?" Helen will look at feeding this back to the group. HT Local HB Update: Highlights (See update sheet for full local updates) GG&C Healthier Wealthier Children – asked to give evidence at Scottish Parliament, HES Partnership continuing. Lone Parents Working in Glasgow published in summer. Lanarkshire Healthy schools and Secondary School teacher working at Lanarkshire looking at parenting and liaising with parents talking about poverty. New (Interim) Director of Public Health Gabe Docherty and Employability is high on Gabe's agenda. Lothian

Welfare advice review is ongoing. Lothian have secured £60k to put welfare advisers into recovery

	specific groups. Looking at putting Welfare Advisers in primary schools to tackled		
childhood poverty perhaps at parent's evenings.			
McMillan OT su	ccess. Regarding the work question, Lothian are looking at embedding funding for		
employability a	nd homelessness, the funding will be looked at along with joining up via IPS. Lothian		
now have a Cor	mmunity Benefit Clause Worker in procurement and are looking at tackling		
community ber	nefits better and the outcome appears to be not putting in enough clauses.	LLB-AN	
Grampian			
Summary of Building Capacity and Capability – this will be forwarded to Alison. Will review from			
Grampian who else can sit on this forum.			
A&A			
DICE 23 partne	rs – anyone who can give information to employers about supporting and employing		
someone with	a health problems – website is available with relevant links i.e. FFW "One Stop Shop"		
for employers.	2 MP's and 3MSP's attended and lots of interest has been generated and now have		
31 partners wit	h 2 employers requesting to sit on the steering group as well as Maggie who will be		
representing th	e NHS.	AN	
Tayside			
This was sent e	lectronically and will be forwarded to the group along with the minutes.		
	decision is imminent – Wendy will have more information at the next meeting.		
Highland			
Debbie Stewart (Alcohol & Drug partnership) introduced the DTTO project in Highland (SB's project)			
now Highland DTTO staff and Local DWP working well together and sanctions have reduced.			
AOCB			
Future meetings:			
June 2017 – 10am-1pm including;			
DWP visiting officer – Pat Kellachan			
Maggie Vooght will discuss Employability Training			
Professor Ewan B MacDonald will give a presentation on "SOPIE" Supporting Older People In			
Employment"			
Margaret Dickson eLearning Training.			
Each speaker to have 20mins allocated.			
September 2017			
Possibly Linda Leighton Beck to discuss Summary of Building Capacity and Capability			
Cathy Steer/ Margaret Brown EQIA - Procurement			
DONM	T.B.C June 2017& 12 th September 2017		

Actions

Donna Burnett

To forward paper on Employment Support integration and alignment – DB-AN

Kate Burton

DsPH Response https://consult.scotland.gov.uk/social-security/social-security-in- scotland/consultation/view respondent?show all questions=0& q text=Directors+of+Public+Health&uuld= 318859513

Social Return on Investment Study - AN will get this from KB

Margaret Dickson

To liaise and organise meetings regarding eLearning tools. Highland & Grampian both are out of date, all have to include Employability, Financial Inclusion, Welfare Reform and Vocational Rehabilitation.

Alison Newman

To arrange OFP visit to Forth Valley and Western Isles for Kate Burton and Margaret Dickson Shelter Scotland have produced a WR module on behalf of NHS Fife

NES have a digital Platform and their eLearning project lead is Gillian Flett – they are currently looking at resources that can move over. This is "Live" and are awaiting on each board "buying in"; the problem is compatibility, ownership, potentially financial from LearnPro to move modules over and their evaluation criteria however our L&D could re-create this.

A2L site on Improvement Services (mainly used for LA's) however NHS have a user tab and they also have WR and Fi modules on this site.

Wendy Third

Look at bidding for contracts (IPS model)

Sylvia Baikie

To send email of questions in relation to the IPS model to Alison Newman and AN will forward to Jeanette Hagerstrom.

Jeanette Hagerstrom

Reply to Sylvia Baikie's email in relation to the IPS model (Sylvia Baikie)

DWP

Permitted Work Rules....?

Number of appeals in Scotland - Helen

Financial payments to ESA claimants - Helen

DWP representative to co-facilitate Employability and Health training across 3 hospitals in NHS A&A

- Helen and Louise for Maggie Vooght NHS A&A

DWP Visiting Officer – Pat Kellachan has agreed to attend. - Done

Linda Leighton-Beck

Summary of Building Capacity and Capability – this will be forwarded to Alison (September 12th)...?

ALL

Information to Margaret Dickson regarding information that is available in each HB area regarding eLearning around Welfare Reform, Employability, Financial inclusion and Vocational Rehabilitation. AN to send Margaret's email address to all members

LOCAL UPDATES TO ALISON 4 WEEKS IN ADVANCE OF NEXT MEETING