

NHS Welfare Reform, Health and Employability Forum
11th January 2018
10am-1pm
Teachers Building
Glasgow

Present: Lisa Buck (Chair NHS GG&C), Alison Newman (NHSHS), Victoria Kerr (NHSHS), Wendy Third (NHS Tayside), Aileen Tait (Tayside), Jacqueline Brown (SG), Maggie Vooght (NHS A&A), Shirley Cuzen(DWP), Debbie Nelson (NHSGG&C), Elspeth Russell (NHS Lanarkshire), Allyson McCollum (Borders), Shirley Hamilton (NHSFV)

Video/Tele Conferencing: Margaret Brown (NHS Highland), Sandra McAllister (NHS Highland)

Apologies: Margaret Dickson (NHSHS), Joanne Farrow (SG), Marlene McMillan (NHS A&A), Judy Gibson (SG), Evelyn Johnston, Sylvia Baikie (NHS Lothian), Kate Burton (NHS Lothian), Louise Wilson (NHS Orkney), Cathy Rice (NHSGGC), Jeanette Hagerstrom (SG), Joanne Valentine (NHS Fife), Linda Leighton-Beck (NHS Grampian)

Guest Speakers: Brian Fleming (DWP), Pauline Craig (DWP), Maureen Paterson (NHS Credit Union), Caroline Campbell (NHS Credit Union), Nicola Dobson (NHS Credit Union)

	Discussion/Outcome	Action
	Introductions/Apologies Introductions were given to the guest speakers. Elspeth Russell confirmed that she will be representing NHS Lanarkshire as Carol Chamberlain has now moved onto a new role. Alison announced apologies.	
	Presentation: DWP Partnership Working – Brian Fleming and Pauline Craig DWP gave a presentation on their role within Community Partnership working, this presentation will be sent to the group. DWP carried out an internal restructure to make it easier for external stakeholders to have line of sight to the accountable people in respect of cases as opposed to the virtual delivery, AN will resend this information to the forum. The aim is to improve reputation with stakeholders and remove all stigma. DWP want to inform clients that they do not design the universal credit policy, they just implement it. The service is working as people are getting into work quicker and staying in work longer and now that a lot of the service is interactive this has saved in administration costs. Previously the job centres generally only saw people who were fit and able to work, DWP will look at all complex needs to determine if the correct support is in place. DWP need to continue to have open conversations and debates as to how they can help deliver services. The Health sector is complicated as there are so many health boards that have different delivery models, aims and aspirations.	AN AN
	Presentation: NHS Credit Union - Maureen Paterson, Caroline Campbell and Nicola Dobson NHS Credit Union (CU) informed the forum of their mission which is to promote financial health and wellbeing, reduce financial stress, provide financial assistance, increase awareness of services and promote a savings culture. Debt problems are at a record high and this is linked to sickness and productivity, with CU input this is helping to reduce staff sickness levels and increase productivity. The service is currently only for Scotland and the North of England however they are reviewing to see if would be beneficial to go nationwide. Customers are also signposted to other financial organisations like Stepchange and CAB if CU can't assist them. Credit Union are looking for help to promote their service across the Boards and everyone agrees that more needs to be done to increase awareness of NHS Credit Union. Maureen Paterson can provide leaflets and flyers that can be distributed.	

Comment [B1]: I cant remember what this was about?

<p>Actions Due to time restraints the actions from the previous meeting have been carried over. Alison has summarised them and most of them have been done.</p>	
<p>DWP Update – Shirley Cuzen An update was provided on the universal credits (UC) budget announcements on 22nd November 2017. As of January 2018 clients can repay any UC payments over 12 months instead of 6 months. From January clients will be able to get an advance from their monthly entitlement of 100% instead of 50% as sometimes they need to wait up to 6 weeks for their first payment. From Spring clients will be able to apply for an advance online, which will be easier to claim support. From February 2018 the 7 day waiting period will be removed and clients will no longer have to wait 6 weeks for their first payment. From April applicants that are already receiving housing benefit will get 2 weeks housing benefit to help with the move to UC. There will also be, from April 2018, a change to claimants in temporary accommodation' housing benefits going back to local authority receiving this to ensure they can recover more costs. From December 2017 new guidance was issued to staff to ensure claimants in the private rented sector that manage their payments to landlords for housing benefit are offered this option when joining UC. All changes will have impact on roll out and has been slowed down to December 2018 when everyone should be on UC. From September 2017 the work capability assessment for ESA and UC has changed for some claimants. ESA and UC claimants that have limited capability for work no longer need to be reassessed if found to have a severe lifelong disability, illness or health condition or if unlikely to ever be able to move into work. From April 2018 the support for mortgage interest is changing and instead of being part of a benefit component, it will form an interest free loan secured against the property. 68000 customers are in receipt of mortgage interest. All customer telephone lines are free from December 2017. PIP roll out continuing and DWP are contacting all customers on disability living allowance (DLA) inviting them to make claim for PIP.</p>	
<p>Local Updates (Please refer to local update paper) – Lisa confirmed that local updates have been circulated but GGC was a late entry as was another Board. Alison will recirculate the local updates to the forum.</p> <p>Ayrshire & Arran MV – An organisation has been put together in Ayrshire called DICE (Disability Inclusive Equals Confident Employers) as part of the disability confident campaign. They can provide support to employers enabling them to retain or recruit staff that have a disability or health issue. A&A are currently working on their website and also trying to promote this service throughout Ayrshire and across Scotland.</p> <p>Tayside WT - Please refer to the local update paper. The highlight has been the single gateway, there is a lot of local engagement happening, including in-depth discussion with Jobcentre Plus who are keen for it to work with discussions on when is best time to engage with unemployed clients. An evaluation around improving the service and saving money by looking at analytical figures will be taking place and WT will continue to provide the forum with updates.</p> <p>AT – Action plan for welfare reform has been completely revamped and now linked to the new national outcome focussed plan. More work has been undertaken around developing referral pathways to advice services and generally promoting inequality sensitive practise. There is a lot of training going on and a few pilot projects on the go, specifically within the child and family and maternity services. AT was asked to be member national short life working group around financial inclusion referrals pathway mapping report that came out at the end of last year. First meeting took place and one of the key things they looked at was scoping the action points from the recommendations from this report, this included</p>	<p>AN</p>

<p>looking at a Once for Scotland resource around when and how NHS staff have to ask socio-economic questions. The feedback is if we want them to make referrals into advice services then it has to be as easy as possible, maybe by using a script. A&A feedback on local update paper is a good example of what could work and is it possible to share with this group. AT will contact Marlene McMillan to confirm.</p> <p>Forth Valley SH – Shirley confirmed they are at the early stages of promoting HPHS in the Stirling area around maternity services and asking if they can implement trainings asking questions about financial inclusion. There are a couple of project opportunities that will present themselves and this will be fed into the forum.</p> <p>Lanarkshire ER – Lanarkshire have a range of programmes going on with the reform action plan which has been updated over the years and they have also carried out a lot of training for staff. Pathways are in place through social subscribing, however not as fully embedded as would like in terms of routine enquiries but have tried to keep it simple with key questions and referral pathways. Work with DWP is still developing and shadowing has been very helpful to make links and see the local support in place with social prescribing. Staff are better informed and are making direct referrals between projects. North Lanarkshire have an event coming up on financial inclusion and welfare reform which will help with the Tackling Poverty Strategy. This is being developed based around the 4 themes of the local outcome improvement plan. Referrals through health centres that are provided by CAB and Council have seen increase in GP link workers and referrals coming through and from GPs themselves which demonstrates services are starting to become embedded.</p> <p>Borders AM – Have had elements of referral pathways from maternity services and health visitors however the current problem is the capacity to respond. The local council base has been restructured and Borders currently await the impact of this however the risk is that some of the specialisms that have been there previously, particular client or age groups, might not be readily available. There is interesting work around schools and closing the attainment gap and poverty proofing schools being done as NHS Borders are concerned with the way that deprivation and poverty measures doesn't necessarily pick up the local lived experience. Analysis of indexing and data sets around the take up of the clothing grant, free school meals and other benefits is being carried out to see how they relate to other measures of poverty and deprivation, this information is helping individual schools and clusters to focus in a different way on where the poverty might be within their catchment area helping schools understand what that might mean for them around the attainment gap. A public health carers needs assessment is being carried out and Borders and will be interested to see how this is articulated.</p> <p>Glasgow LB – GG&C have a Public Health consultant mapping out how they would respond to child poverty, looking at the framework, what GG&C are going to do in their area and mapping it against what is already in place. A lot of structures and groups have (in some ways) issues around child poverty on the groups, Employability, Financial Inclusion and HPHS DN –A lot of actions are now becoming structures and are now being embedded in procurement, currently looking at monitoring of community benefits and good work practice. Still looking at the crisis app similar to one in Tayside and Lanarkshire, but at the moment trying to obtain funding and</p>	<p>AT/MV</p>
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support. Looking at a mapping exercise to see which staff would find the app useful.	
<p>Highland</p> <p>MB – Now offering signposting for money advice to all pregnant women at their 12 week appointment to avoid stigma and staff having to identify who needs access to services. Pulling together comments for the Scottish Governments fuel poverty strategy and have first draft of this ready which will be used in various forums. Looking at localised definition of fuel poverty as the definition doesn't take into consideration issues around the extra costs in dealing with rurality issues and once finalised it will be added to website. Fuel Poverty signposting continues to rollout with Home Energy Scotland and the community hospital in Sunderland.</p> <p>SM – Starting to make links with DWP's health department, which is a positive step. Still working on employability pathway with partner organisations to identify individuals to go on work trial placements.</p> <p>Lothian</p> <p>SB provided an update that was included in the local update that was circulated to members.</p>	
NHS Health Scotland – No update provided as Margaret Dickson sent her apologies.	
<p>Scottish Government</p> <p>JB – Social security update had been provided on the day via paper copy. JB also wanted to highlight that 2018 is going to be a busy year and has recommended that all members of the forum ensure that they have subscribed to the Scottish Government social security website, where all updates are provided. Alerts are sent as soon as they are released.</p> <p>The carers allowance supplement will go live this year and SG will be having conversations with people to see what is being done to encourage involvement. SG have formed a communications and engagement partnership group with the 2nd meeting in a couple of weeks and will utilise the group as national stakeholders and third sectors are represented on the group. SG are looking to widen their networks and make more concrete connections.</p> <p>SG have pledged that in addition to the normal recruitment channels they were going to be using other sources to go to NHS and partners and do some recruitment targeting through their networks.</p>	ALL
<p>AOCB -</p> <p>Future meetings: via Doodle Poll</p>	AN
<p>DONM</p> <p>8th May Teachers Building Glasgow</p>	

Actions

Carried forward from the last meeting:

Margaret Dickson

To liaise with NHS L&D Team regarding the development of a VLE to be shared throughout HB's to include Employability, Financial Inclusion, Welfare Reform and Vocational Rehabilitation

Margaret is currently working on the layout of the OFP information and will send to forum on completion.

Marlene McMillan

To share information on the eLearning module for A&A with Alison and Margaret....? Check the local updates

Jeanette Hagerstrom

Information to be provided to the forum on the Engagement event on 2nd November in Glasgow

All

All HB Learning tools that include Employability, FI, WR and VR should be forwarded to AN for attention of MD. – Reminder

Actions from this meeting (11th January 2018)

Alison

To forward both presentations – **DONE**

Doodle Poll for next meeting - **DONE**

Send out contact details on DWP Lead Community partners for each area - **DONE**

To distribute Credit Union literature to members (need literature or provide CRU with contact details) – Contact details provided to Credit Union of WHREF contacts to arrange. -

DONE

To speak to MD about OFP re the HIDG -**DONE**

Send Credit Union information around maternity and neonatal funding - **DONE**

Aileen Tait

To speak to MMcM about NHS A&A sharing info around simplifying referrals into services.

Jacqueline Brown

To share contacts from Funeral Poverty Reference Group with Alison who can pass on to Credit Union. Alison emailed JB on 21.1.18

ALL – Credit Union

To look at ways of increasing Awareness

Aileen extended an invitation to Ninewells

Alison inviting to Meridian Court for an awareness day – 7th March

LOCAL UPDATES TO ALISON 4 WEEKS IN ADVANCE OF NEXT MEETING.