

NHS Welfare Reform, Health and Employability Forum
27th September 2018
10.30am-3.30pm
Teachers Building
Glasgow

Present: Aileen Tait (Chair NHS Tayside), Alison Moore (Scottish Government), Alison Newman (NHS Health Scotland), Alistair Hynie (Fife), Alana McGlynn (NHS Lanarkshire), Ashley Jenkins (NHS Health Scotland), Andrew Lobbin (Consumers and Citizens Advice Team), Catherine Goodall (NHS Forth Valley), Gillian Lindsay (South Lanarkshire Health and Social Care Partnership), Jacqueline Brown (SG), Jo-Anne Valentine (NHS Fife), Kathy Kerr (Scottish Government), Margaret Dickson (NHS Health Scotland), Pauline Craig (DWP), Sylvia Baikie (NHS Lothian), Tanya Friel (Consumers and Citizens Advice Team), Wendy Third (NHS Tayside), Anne Ramsay (NHS Health Scotland) – Minutes.

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

Apologies: Donna Burnett (NHS Health Scotland), Elizabeth Robinson (NHS Shetland), Jane Beresford (NHS GG&C), Janice Scouller (NHS Lanarkshire), Jeanette Hagerstrom (SG), Kate Burton (SG), Linda Leighton-Beck (NHS Grampian), Marlene McMillan (Public Health), Phil Myres (NHS Dumfries and Galloway).

Guest Speakers: John Lunn, Integration Manager, People Plus

Sandra Sankey, Project Manager – Improvement Service, The Money Advice Service

	Discussion/Outcome	Action
	<p>Introductions/Apologies A round of introductions was given by all.</p>	
	<p>Presentation: John Lunn – People Plus John gave his presentation for “Fair Start Scotland”. He explained:- Fair Start Scotland (FSS) started in April 2018 and is being delivered in Glasgow and Highlands & Islands by People Plus (the Lead) along with its delivery partners Momentum, The Lennox Partnership and Remploy. To date they have dealt with 7600 participants over 3 years. In total there are 9 areas and 6 providers. This information is available on request. Fair Start Scotland service is non-mandatory with no impact on benefits. The expectations that exist through taking part are involvement at weekly and monthly meetings. Once registered on the service clients can only leave once or in extenuating circumstances a break is permissible if taken within 12 to 18 months. Personalised support is available from passionate staff throughout the journey as well as the use of the Mytime app which is used for feedback on their job, appointments etc. Certain criteria must be met in order to qualify for this service. More information can be found on eligibility on www.employabilityscotland.com as well as information on the different areas throughout Scotland. What’s working well within Fair Start Scotland; positive responses, successful starts/jobs/outcomes, good relationship building with referral agencies/employers, positive feedback and community engagement. Contact Details for People Plus can be found on the link provided above.</p>	

<p>Presentation: Sandra Sankey – The Money Advice Service</p> <p>Sandra presented “The Improving Outcomes in Money Advice Project”.</p> <p>She explained this comprises of making the case for investment as below:-</p> <p>Common Advice Performance Management Framework and Embedding the Framework for Public Funding of Advice and Strategy & Action Plan on future of Money Advice Services.</p> <p>Also supporting service transformation by increasing opportunities for financial capability interventions, evaluating embedding advice in public services and investigating the customer journey to advice. The business case being to improve the financial resilience of working age adults by focusing on providing advice.</p> <p>Sandra asked members to help raise awareness of Talk Money Week in November and to log any events, workshops or advice being given on the interactive map (this was previously sent out by Alison Newman)</p> <p>Aileen Tait asked Alison Newman to send out the contact details for People Plus and The Money Advice Service to all delegates who have attended the morning part of today’s meeting.</p> <p>Alison asked that everyone to record all work around financial awareness to be recorded on the Talk Money Map</p>	<p>AN</p> <p>AN</p>
<p>Check previous Minutes</p> <p>It was agreed that they provided an accurate record of the previous meeting and that there were no changes.</p> <p>Alison Newman advised the group that the Welfare Reform eLearning module will be transferring to TURAS and she will inform the group when this happens.</p> <p>Aileen Tait will extend an invitation for NHS Credit Union to attend the advice centre at Ninewells Hospital. Alison will forward Mark Russell (from NHS Credit Union) contact details. Alison Newman informed the group that Mark will be present at the Gyle during Talk Money week where he will be offering advice to NHS staff on savings and directing staff to other advice services. Aileen Tait confirmed that the local credit union (Dundee Discovery credit union) will be present during that week at The Ninewells Advice Centre, Dundee.</p>	<p>AN</p>
<p>Update from the Scottish Government – Jacqueline Brown</p> <p>Social Security Scotland (SSS) is an agency of the Scottish Government and the first tranche of recruitment has been carried out focussing on the attitudes and skills of individuals rather than entry level qualifications. Now SSS are at the stage of evaluating the process by looking at feedback from the application stage.</p> <p>On Monday 3rd September 2018 the Freephone SSS Helpline was launched, at this moment in time the SSS only have the Carers Allowance supplement (not our benefit yet). A letter has been sent out assuring that they will receive their payment through the new agency. To date have received over 500 phone calls in relation to this. The Helpline aims to engage with staff and services/stakeholders on the ground and will work with a number of organisations.</p> <p>The Best Start Grant will be the next benefit which will be phased in and a number of roadshows will take place around the country beginning on the 22nd October and run for 3 weeks. These are for partner organisations to help equip staff with the tools necessary to offer help and support. Midwives who are mobile will be contacted in a different way.</p> <p>All jobs will be advertised on the new Social Security Scotland website and all assessments will now be carried out by SSS and fully supported by Public Sector Health. The Local Delivery Relationship Leads will be in post from 1st October and will work with all sectors regarding co-location and delivery of the face-to-face service focused on wave two for the disability benefits being Best Start Grant, Carers Allowance Supplement and summer 2019 Funeral Expense Assistance. Post holders will contact local areas and negotiate to access information and advice and how to negotiation being part of this.</p> <p>Social Security Scotland has a new Twitter Account and new articles will be sent out via this.</p> <p>The Experience Panel and research findings are currently looking at the Charter to support what the SSS do. The Inclusive Communications (which is a statutory requirement) was discussed through an</p>	

<p>toolkit which has been produced with every site/public body having a named contact for every Job Centre site.</p> <p>A verification process exists for customers and alternative methods of payment are being looked at with Universal Credit being paid into Post Office accounts if clients do not have a bank account. DWP are working with other banking groups regarding some clients inability to provide proof of ID including Scot Cash. Ensuring support is in place for clients making and maintaining any change in circumstance for people experiencing difficulties accessing the service. DWP have enhanced the appointee process in order to support customers as well as a corporate appointee (this is still in development).</p> <p>DWP are looking at working with partner organisations looking at explicit consent to make sure customers are supported at every stage. Brian Fleming (DWP) is working with Glasgow City Council to ensure anyone with complex needs is safeguarded and this will be discussed in the afternoon session.</p> <p>A huge investment in mental health and resilience training has been rolled out to all staff assisting them to deal with clients on an individual basis by safeguarding their clients and their vulnerability as well as changing DWPs image.</p>	
<p>Local Updates</p> <p>Local Updates already distributed to the forum from:</p> <p>NHS Greater Glasgow & Clyde (Jane Beresford), NHS Lanarkshire (Gillian Lindsay), Scottish Government (Dr Jeanette Hägerström-Woolfson Employability Policy Unit Fair Work), NHS Ayrshire and Arran (Marlene McMillan), NHS Tayside Health and Work Support (Wendy Third), NHS TAYSIDE (Aileen Tait, Programme Manager) - Welfare Reform and Health/Financial Inclusion, Directorate of Public Health. A copy is available upon request.</p> <p>Update from NHS Lothian - Sylvia Baikie</p> <p>Lothian Services are currently under review. The Council (3rd sector) funding for this will be provided through grants which will be decided upon today and whether it is being ring fenced to provide the same amount of funding.</p> <p>NHS Lothian are doing a lot of targeted and imbedded welfare advice in each locality the recovery HUB programme bring into four localities with each having a welfare advisor. Since 2017 there has been just under £380,000 income generated for clients. Housing is also referred to through this Hub. Now Lothian are looking at the GP practices within Edinburgh working with a cluster model, for example a community link worker/advice worker will work within a cluster (approx. 5 GP Practices), and rotate within targeted SMID areas dealing with in work poverty, for example within Morningside there are a lot of rented properties.</p> <p>The new schools pilot project has been a great success, it involves embedding advice workers into schools. More information is available on the local updates handout.</p> <p>Universal Credit goes live on 28th November 2018 Safeguarding (Adult Protection) in Health & Social Care will be looked at.</p> <p>A campaign is taking place covering 4 localities during Talk Money Week; housing, health, employability services and local improvement plans.</p> <p>Wendy Third - (NHS Tayside)</p> <p>The Funeral Poverty team are working in partnership with Scottish Government and the Social Innovation Fund Project in Chapelfield Dundee to research options into the social enterprise model to tackle funeral poverty. Further grants have been received for a one stop funeral support brokering and advisory service To be known at the Dundee Funeral Support Service, this service will support clients that have been bereaved, are vulnerable and are struggling financially.</p> <p>It is anticipated that the service will run on a pilot basis next month with further application for stage 3 funding being made in June 2019. Wendy confirmed that this will link in with the credit union in Dundee.</p>	

<p>Gillian Lindsay – NHS Lanarkshire 1:56:00</p> <p>Report submitted prior to meeting and shared with staff.</p> <p>Work on the financial inclusion framework has been carried out locally to review the work programme and update it to reflect the current strategic drivers. The Money Matters Advice Service in south Lanarkshire receive referrals from health visitors and midwives to provide welfare advice and this has increased by 30% on last year’s figures. Health Centre based welfare advice services have generated additional income for 646 clients in the Lanarkshire area. A meeting will take place in October with local and national colleagues to explore the potential of our local BudgetNet system being used by midwifery to promote the uptake of the Best Start Grant (BSG).</p> <p>NHS Lanarkshire has now submitted an application for Living wage Accreditation and hope to be the first Board to achieve this.</p> <p>Carstairs State Hospital has only recently been in receipt of the Outcome Focus Plan and a senior social worker there has been asked to develop a plan. There are some challenges around benefits in relation to Carstairs being corporate appointees for their patients.</p> <p>In relation to the Outcome Focused Plan, Margaret Dickson advised that this is reported to the HIDG as the plan requires that every Board should have a lead and report on their action plans. Gillian said that the reporting requirement was not clear in the communication she had received via the board. Margaret said she would feed this back.</p> <p>Alana McGlynn advised that discussions have taken place with their HR director regarding the national staff governance structures which are currently in place however locally Lanarkshire have populated Health Scotland’s Benchmarking tool for the FWF and are currently using this. The FWF has now been shared with Council colleagues and North Lanarkshire are interested in using this. Margaret is willing to visit NL Council and informed Alana that a meeting has been set up on 9th October 2018 to discuss the Fair Work Framework with Gabe Docherty. Alana to forward NLC contact details to Margaret.</p>	<p>AMcG</p>
<p>Jo-Anne Valentine – NHS Fife</p> <p>Financial inclusion services provided through local authorities/CAS have been providing “pop-up” clinics. They have visited the Victoria Hospital and have been working with midwives, MCN’S dealing with long term health conditions, patients, nurses and are looking forward to working more with primary care.</p> <p>Universal Credit has been in operation since October 2017 and the Scottish Welfare Fund emergency payment applications have dramatically increased because of UC.</p> <p>NHS Fife are working with a group of people that are accessing employability services and looking at health impacts associated with this. Some participatory research will be carried out with this group, who have are long-term unemployed. This would be useful when bidding for future funding.</p> <p>Jo-Anne will send the findings from this research to Alison for dissemination to the group.</p>	<p>JAV/AN</p>
<p>Aileen Tait – NHS Tayside</p> <p>Local Action Plan – to be distributed and discussed in PM session</p> <p>Advice Centre, Ninewells Hospital</p> <ul style="list-style-type: none"> • Development Session for staff from service-provider agencies - aim to have improved communication and co-ordination of services. • Volunteer recruitment underway – volunteers to provide support for advice workers and release staff to undertake ward visits and other outreach activities. 3 volunteers have now been appointed with a one other in the pipeline. • Daily promotional posts now being placed on NHST Facebook in attempt to increase footfall. • Emergency clothing/toiletries packs (including packs for children) to be stored and available on request from Advice Centre. 	<p>AT</p>

<ul style="list-style-type: none"> • Referral Pilot in Stroke Ward, Ninewells currently underway – results will determine how this will be rolled out. • Other work ongoing to develop referral pathways/raise awareness with NHS staff/encourage inequalities-sensitive practice – see action plan. <p>Fuel Poverty Topic now on agenda of NHST Employability and Welfare Reform Forum. Exploratory work ongoing with Home Energy Scotland to identify potential opportunities for joint initiatives.</p>	
<p>Margaret Brown – NHS Highland Regular meetings have recently been set-up with the Highland Council Money Advice Service manager to identify possible routes for getting advice services involved in acute hospital settings as well as other areas. Fuel Poverty work in Sutherland (which has particularly high rates) is continuing. The HES National referral portal has been in use at the two community hospitals and will be rolled out to community staff in East Sutherland where they will receive training. Flu clinic Introductory letters have been drafted up to GP’s for primary care staff in practices to ask if they would like our involvement or information materials to get in touch. In Caithness CAB received offshore windfarm funding for welfare rights officer’s posts based in Caithness General Hospital and in the community mental health team. Sandra and the team have recently developed health inequalities training (with financial and poverty links) for NHS staff and Community Planning Partnership. Sandra is working with the Job Centre cluster in Inverness looking at a more holistic approach to health and wellbeing by standardising it in terms of questions being asked and signposting. This will be reviewed with work coaches and clients.</p>	
<p>Ashleigh Jenkins- NHS Health Scotland (Senior Health Improvement Officer (Child Poverty-Population Health)) Ashleigh informed the meeting that next week is “Challenge Poverty Week” and advised that there will be new briefings around Child Poverty which will be available on Health Scotland’s website from Monday 1st October regarding effective interventions i.e. financial inclusion, income maximisation and referral pathways, facing up to the cost barriers in the school setting etc. Gillian Lindsay asked if there is a collective list of available resources.</p>	
<p>Actions from meeting on 27th September 2018</p> <p>Alison Newman will circulate the contact details for People Plus and The Money Advice Service. Page 1/2 Complete 4.10.18 Alison will send Mark Russell’s contact details to Aileen Tait. Page 2 Complete 4.10.18 Alison will keep the group up-to-date regarding the e-learning module, which may be transferring the TURAS. Page 2</p> <p>Jacqueline Brown will include Alison Newman on the invite for the new Social Security website and Alison will pass on the link. Page 2 Complete 2.10.18</p> <p>Margaret Dickson will send Sylvia Baikie contact details for Janice Butler. Page 3</p> <p>Alison Newman will share the link for Martin Taulbut’s report into “Working and Hurting”. Page 3 complete 4.10.18</p> <p>Margaret Dickson will meet with NL Council – Contact details for this to be given to Margaret by Alana McGlynn. Page 4</p>	

<p>Jo-Anne Valentine will send findings to Alison Newman from research into working with a group of long-term unemployed who have been accessing employability services and looking into the health impacts of participants. Alison will circulate this information to the group. Page 5</p> <p>Aileen Tait will set-up a meeting with Money Advice Managers from Ninewells. Page 5 A reminder for everyone to record all work around financial awareness to be recorded on the Money Talks Interactive Map resource sent out prior to the meeting please. Page 2 complete 4.10.18</p> <p>Kate Burton invitation for parliamentary reception – Complete by Alison Newman 30.10.18</p>	
<p>AOCB - NIL</p>	
<p>DONM This meeting will take place in Edinburgh on 4th December 2018 at 1.30p.m at The Melting Pot, Rose Street, Edinburgh. This meeting will be chaired by Sylvia Baikie NHS Lothian and will be followed by an evening reception at the Scottish Parliament which members will receive an invitation sent out by Kate Burton on behalf of Roddy Duncan.</p> <p>Alison Newman said if colleagues would like to discuss compiling a collective lists of resources, then this can be discussed at the next meeting with approval from the chair.</p>	<p>KB</p>

LOCAL UPDATES TO ANNE RAMSAY 4 WEEKS IN ADVANCE OF NEXT MEETING