

Local Updates for WRHEF

NHS GG&C

Jane Beresford - Jane.Beresford@ggc.scot.nhs.uk **Employability and Health Update for WRHEF 12th Sept 2017**

Highlights

- GGC materials on unclaimed social security benefits being used to market increased referrals to money advice and in staff awareness training
- GGC communications and activity being co-ordinated for Challenge Poverty Week and Talk Money Week in conjunction with Home Energy Scotland
- 2 GGC wide child poverty events for midwives and health visitors Aug / September
- GGC Child Poverty Leads Network Oct event with external speakers (e.g. Prof John McKendrick, Kerry MacKenzie)
- 19/20 GGC child poverty action plan being finalised
- Quarter 1 18/19 GGC wide Healthier Wealthier Children around £1 million gain for 1000 referrals. Total since 2010: £20 million, around 17,000 referrals
- GGC supported a bid in conjunction with a Money Advice service to the Hunter Foundation – unfortunately the bid was unsuccessful
- GGC Universal credit learning session Sept 2018 including discussion of GGC UC briefing after which GGC's welfare reform plan will be reviewed

Financial Inclusion Update

- NHS GGC Acute services have an annual target for referrals to money advice services. For the financial year 16-17 the target is: 5,262
- During Q1 1,138 referrals across our acute service to money advice services resulting in income gain of £1,422,345.19
- Of the above referrals 214 were for the Royal Hospital for Children, SNIPS programme and Healthier Wealthier Children of which 101 were for the RHC Service directly and generated ££795,748.57 in unclaimed benefits for families. This equates to £7,878 for every family referred during Q1
- Following the UK budget timelines for the roll out of Universal Will commence in Glasgow City on 19th Sept with Govan being the first area, also across West Dunbartonshire and
- Money Advice Pathways including food, fuel and crisis issues have been developed using Clinical Knowledge Publisher for our Support and Information Staff to support them to access the right services for needs
- An initial meeting has taken place with key partners and the DWP to explore opportunities to develop a vulnerability tool to reduce the level of sanctions on those with key health conditions. This is based on the learning from Greenwich in London

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- In 2017 work began with the Special Needs in Pregnancy Service at QEUH in Glasgow South and PRM in Glasgow North. This programme of work is funded by the Money Advice Service and delivered by Money Matters, We rolled out an innovative former pilot across NHS Glasgow/Clyde to utilise midwives as trusted intermediaries with particularly vulnerable women in the SNIPS category (special needs in pregnancy). We co-locate our staff in the clinics, meet the women there, form relationships and then make arrangements to meet up to offer the full financial capability service in a location that is most comfortable for them. The service is split into normal service and an enhanced service where one group will receive the extra support of an advocate who will help them follow through on the action plan delivered by the initial adviser. Results already show a marked increase in financial capability of these very vulnerable girls. We take pre-questionnaires and post-questionnaires as well as interaction by the external evaluator with participants, delivering staff and stakeholders. We have amassed financial gains for these girls but also more soft KPIs of feeling more confident with money, spending and budgeting. This programme will be presented at the Faculty of Public Health Conference in 2018.
- **NHS GGC Staff Money Wellbeing Project**

Project Aim

Having commenced in Jan 2018, this project aims to reduce the negative impact on staff health caused by money worries, debt and financial insecurity.

Update

- An external research provider commenced and completed in depth qualitative interviews with NHS GGC staff and stakeholders to explore issues related to money. A draft report of the research findings was also delivered at the end of Q1.
- A dissemination event to share the results of the qualitative research with stakeholders has been planned for 22nd October 2018.
- Learning outcomes were developed for basic money awareness training of staff in Human Resources, Occupational Health, Payroll and the Support & Information Service. Initial discussions were also commenced with potential training providers and these were appointed.
- Basic money awareness training for support staff will take place on 3rd, 8th, 11th and 29th October.
- Mapping of the current online money advice information available to staff continued, and discussions were held with the Web Editor to streamline the content.
- A literature search was commenced to examine the wider evidence base for employee financial wellbeing approaches.
- An abstract about the project was submitted to the Faculty of Public Health conference and has been accepted for a presentation in November.

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Vocational Rehabilitation Strategy

- A Position Paper has been written for NHS GGC on its approach to VR
- A VR strategy group meets on a quarterly basis to develop a strategy
- A draft VR Strategy was produced for our December meeting and is now out for comment and we aim a final draft available is available
- 2 x tests of change are underway within the Acute services in relation to raising the routine issue of work. 1 within Stroke Services in line with recommendations within the Stroke Improvement Plan this has now been completed and evaluations show increased confidence in staff both in raising the issue and in knowing where to refer onto. . A further test of change is taking place in renal services in the IRH and GRIA resource titled In Work Good Work has been developed to support practitioners to routinely raise the issue or work and signpost and onward refer to appropriate service to support return to and remain in work issues
- A 1 day seminar on Managing Long Term Conditions and Cancer in the Workplace is being delivered in September 18

NHS Lanarkshire Update September 2018

Gillian Lindsay Assistant Health Promotion Manager - Gillian.Lindsay@lanarkshire.scot.nhs.uk

The programme of work on financial inclusion locally is extensive and so for brevity the following is provided as some key examples of progress made or new developments.

Financial Inclusion Pathways

- In partnership Health Visitors have developed a routine enquiry approach to raising the issue of money worries (financial wellbeing) with service users at all key health contact points. Midwifery continues to develop their model of good practice of raising the issue at booking visits.

Money Matters Advice Service's (south Lanarkshire) Q1 figures show 311 referrals from HV and midwives services, an increase of 30% on last year's figures, with 84% of families engaging with money matters advice service. In a sample of 20 families supported by the Health Visitor team in Blantyre an accumulated income of £80,990 was achieved .This work will be rolled out across north and south Lanarkshire.

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- During 17/18 at the *Royal Hospital for Children* a total of 98 Lanarkshire residents accessed the RHC Financial Inclusion Service. Low household income was the most prevalent issue (£10,001 - £15,000 per annum). The top ranking support was benefit checks, Disability Living Allowance and Child Tax Credit and a collective figure of £492,912 financial gain was secured for those families.
- Under the auspices of Health Promoting Health Services work is being delivered within our 3 acute sites to raise awareness of the financial inclusion pathways and supports and incorporate routine enquiry into assessments and documentation.

Health Centre Based Welfare Advice Services

- Advice services in *Airdrie, Coatbridge and Houldsworth Community Health Centres* Between 1st April 2017 and 31st March 2018 seen a total of 492 individuals, an increase of 124 compared to the previous year.
The additional income generated for patients by the three services combined between 1st April 2017– 31st March 2018 was £432,793.
- Advice Services in *Hamilton, Blantyre, Larkhall, Carluke and Douglas* In the 3 months from 1st April to 30th June saw 27 clients who were supported to realise a collective financial gain of £119,000 just in those 3 months.
- The Rutherglen Primary Care Centre welfare advice service during 17/18 saw a total of 127 clients with 346 enquiries who were assisted with an overall collective financial gain of £185,965.14. This is an increase of 188% on the previous year.

Healthy Working Lives Staff awareness campaign

August 2018

Over the month of August 2018, NHSL, as part of its annual HWL programme, ran a campaign to highlight the information and sources of advice and support available to staff to promote money awareness, financial security and mitigate the negative impact of Welfare Reform and Social Security changes on NHS Lanarkshire staff and their dependants via corporate communications, HWL web page and action across all areas of NHS Lanarkshire and the Health and Social Care Partnerships.

Key themes included,

- Promoting Financial security
- Mitigating the impact of Welfare Reform and Social Security changes
- Debt management

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- Information about Credit Unions
- Fuel Poverty

New Developments

- Financial Inclusion Framework has been revised and updated to reflect current strategic drivers.
- Meeting set in October with local and national colleague to explore the potential of our local BadgerNet system being used to promote the uptake of the Best Start Grant (BSG) which is due to be introduced summer 2019.
- A key priority in 2018/19 for Health and Social Care North Lanarkshire is to embed routine enquiry financial well being questions into core assessment and referral pathways. Joint work with partners is ongoing to develop this.
- An exercise to scope out all the community link worker arrangements in north and south Lanarkshire was undertaken to inform discussion about local developments at the Primary Care and Mental Health Transition Board.

Scottish Government

Dr Jeanette Hägerström-Woolfson Employability Policy Unit | Fair Work Directorate Email: jeanette.hagerstrom@gov.scot

More information will be available once the Disability Employment Action Plan is launched later this autumn! But please just get in touch if you have any queries.

We have taken action to help more disabled people into work including:

- Providing young disabled people with the highest level of Modern Apprenticeship funding;
- In July 2017 we ran a successful media campaign aimed at SMEs promoting the employment of disabled people, including promoting case studies, and sign posting information, support and advice for employers;
- We are delivering a disability internship programme, a two-year NHS internship programme for disabled graduates, and are developing a Learning Disability Employment Programme;
- We are improving the employment prospects of disabled people, through our devolved Scottish employability programmes.

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We are working with all key partners towards a long term ambition of seeking to reduce at least by half the disability employment gap in Scotland:

- Over the autumn and winter 2017-18 we engaged with stakeholders, including disabled people, on how to halve the disability employment gap;
- We have formally consulted with public sector bodies and disabled people's organisations about how to increase the disability employment rates in the public sector (The consultation closed and we received about 6 responses from NHS organisations);
- During the consultation period we also held 6 events across Scotland to discuss the consultation, its questions and to enable partners to come together to discuss this.

Congress 30 April and Announcements towards halving the disability employment gap:

- The launch of a formal consultation on increasing disability employment in the public sector. This is now closed and analysis of the responses is underway;
- Our intention to publish a Disability Employment Action Plan in the autumn;
- An additional £1 million investment to provide better support and advice to employers, confirming our intention to work across all sectors to achieve our ambition.

Other actions we are undertaking through A Fairer Scotland for Disabled People:

- We are building a programme of service integration and alignment that will seek to join up public employability services and maximise value for money and which will support those with disabilities and long term health conditions;
- Disabled young people will continue to be supported through the [Developing the Young Workforce](#) Scotland's Youth Employment Strategy;
- We will publish information on equal pay policy and occupational segregation for disabled people;
- We continue to promote the Supported Employment framework, and explore opportunities to promote the Project Search model;
- We actively promote the Department for Work and Pensions' Access to Work scheme to employers and disabled people to ensure a higher uptake and use of the scheme in Scotland.

NHS Ayrshire and Arran

Public Health - NHS Ayrshire & Arran (Welfare Reform Health and Employability Forum) September 2018

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Public Health in NHS Ayrshire and Arran works in partnership with East, North and South Ayrshire Health and Social Care Partnerships (H&SCPs), Community Planning Partnerships (CPPs), Councils, the Third sector and Acute Health Services to contribute to reducing inequalities in health. Public Health does not lead on all the items listed in the Outcome Focussed Plan. Some highlights below.

Child Poverty - Implementation of NHS Health Scotland Universal Early Years Financial Inclusion Pathway Action Plan – Public Health continue to work with East, North and South H&SCPs on income and fuel poverty referral pathways to address child poverty more directly and this is also in response to the Child Poverty Act.

Better Health Hub (Crosshouse Hospital) - Pathways for referral to a range of support agencies were developed including those for help with finances, employment and fuel poverty. The pathways are for patients, visitors and staff. The evaluation of the initiative will be reporting in the summer.

East Ayrshire - Financial Inclusion Group - Public Health is working with East Ayrshire H&SCP to develop the East Ayrshire Financial Inclusion Strategy and inclusion of Public Health Priority 5.

South Ayrshire Public Health Working with H&SCP, Community Planning and Midwifery to continue routine enquiry of income and fuel poverty and direct referral to Money Advice, Home energy Scotland and Food banks.

Long Term Conditions pathway reviews - Public Health is working with the Respiratory Managed Clinical Network and contributed to the review of the respiratory pathway. One aspect of this was to propose that patients particularly those with COPD are routinely offered help with financial inclusion and energy efficiency. Public Health has been working with Home Energy Scotland to facilitate representatives being in attendance at Oxygen Assessment and Pulmonary Rehabilitation clinics.

A **self referral route** is being developed to fit in with Technology Enabled Care for people with respiratory problems.

Public Health worked with Shelter Scotland to customise a LearnPro module called Healthy Homes – **Fuel Poverty** - This was purchased for one year from Shelter Scotland and we are unable to afford it for next year. Early discussions with NHS Health Scotland about obtaining this module for sharing at a national level are underway.

Staff Health, Safety and Wellbeing Group – Public Health proposing that low paid staff groups are offered assistance with money advice – to be included in their next strategy.

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[NHS Tayside Local Update 27/09/2018](#)

Wendy Third, Senior Manager - Health, Welfare Reform and Employability

Health & Work Support –

- referrals are increasing
- improvement work starts 2nd October
- marketing remains a priority
- all of the team recruited now
- Health & Work Support being showcased across the country at various events
- Links being made, prioritising the actions in No One Left Behind

More information at this afternoons workshop

Action 7 No One Left Behind

Scottish Government will work collaboratively with NHS MSK services;

MSK Line – staff in Tayside have been working with the telephone service and a new assessment is being trialled part of the questioning aims to establish if they would be eligible for the Health & Work Support Service.

Innovative Practice – whilst in Dundee we have our own physios attached to the Health & Work Support Team. It has been approved that over the next three years NHS Tayside will roll out physio support for the 4 GP clusters in Dundee and also in Perth and Angus. This will provide first contact clinics, so patients will be triaged to a Senior MSK Physio rather than a GP if they have an MSK problem.

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Funeral Poverty

The Dundee Partnership applied to the Scottish Government's Social Innovation Fund for a project to tackle funeral poverty in Dundee. Having secured funding to research options for a social enterprise model to tackle funeral poverty in Dundee, a further grant is currently funding the creation of a brokerage and advisory one-stop shop service to be known as the Dundee Funeral Support Service. This will support clients who have been bereaved and may be vulnerable and/or struggling financially at a time when they have difficult financial decisions to make around a dignified funeral. It is anticipated that this service will be up and running on a pilot basis by October this year. A further application for stage 3 funding to fully establish the service will be made in June 2019.

NHS Lothian

NHS D&G

NHS Borders

NHS Forth Valley

NHS Highland & Islands

NHS Western Isles

NHS Orkney

NHS Grampian

NHS Shetland

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