

WRHEF Local Updates 04.12.18

Welfare Reform Health and Employability Forum Lanarkshire Update December 2018

The following does not represent all the financial inclusion work going on in Lanarkshire but provides an update on a selection of key outputs.

- Learning inputs have been arranged and delivered in partnership with Home Energy Scotland to health and social care staff widely across both north and south Lanarkshire.
- As part of the Health Promoting Health Service programme, a broad Health Improvement Tool has been developed to support staff in acute settings to raise health improvement matters, including money worries and fuel poverty. Staff are being encouraged to routinely enquire and signpost to services.
- A fuel poverty test of change has been planned in a Care of the Elderly Ward in Hairmyres Hospital in partnership with Home Energy Scotland and a meeting has taken place with clinicians in the department to secure their participation.
- Health Improvement staff are working with DWP Job Coaches to support their staff mental health and wellbeing. DWP staff have undertaken suicide prevention training and are using a mental health signposting tool when working with clients, as well as referring to Well Connected the local social prescribing service. There are also plans to deliver the 'Resilience Documentary' to staff within DWP on Adverse Childhood Experience.
- In conjunction with Health Scotland, information is being compiled for NHS Lanarkshire in relation to the Fair Work Framework so that we can benchmark our activities and demonstrate how as an organisation we are meeting the criteria.
- A useful meeting took place locally in October with colleagues from Health Scotland and Scottish Government to explore the potential for utilising our local Health Visitor and Midwifery Financial Inclusion Pathways to promote the uptake of the Best Start Grant (BSG), elements of which are due to be introduced at the end of 2018.
- Discussion has taken place with the Money Matters team within South Lanarkshire about working collaboratively through Healthy Schools Plus, our partner approach to supporting Health & Wellbeing within schools, communities and into family homes. Exploration of joint work will look at how pathways to benefit, debt and money management advice can be established through Healthy Schools Plus, as well as looking at what can be done in partnership to promote financial inclusion through curricular and extra-curricular activity.

- A meeting took place in September with Health stakeholders and REMPLOY, the local provider of **Fair Start** in Lanarkshire, to discuss developing pathways from health & social care into this programme.
- For the period April until October 2018 north Lanarkshire advice services in Airdrie, Coatbridge and Houldsworth Community Health Centres delivered 122 benefit checks from April to October generating a Client Financial Gain of £157,625. South Lanarkshire advice Services in Hamilton, Blantyre, Larkhall, Carluke and Douglas in the 3 months from 1st April to October assisted 91 clients and realised a client financial gain of £361,178.

Updates from Margaret Brown and Alison Hardman

North NHS Highland (i.e. the Highland Council area) – update from Margaret Brown, Health Improvement Team – Margaret.brown11@nhs.net

1. Links with DWP - Job Centre Plus (JCP), Inverness

Two members of staff from DWP attended a Health Improvement Team meeting in April 2018, and highlighted:

- A large number of their clients have multiple health issues and are harder to support into employment. Employers looking for staff – but many unemployed individuals are not ready for work
- JCP in Inverness has dedicated space to test out a ‘community hub’ to provide support to clients. Public access for computer use plus wider support. Written materials available, but want to have support services (e.g. health, 3rd sector) come in and meet people. Areas involved as at April 2018 were: volunteering, employers, finances, mental health. Looking to develop this further and make links with NHS and others who can support the clients
- A health and wellbeing questionnaire from Moray (NHS Grampian) which DWP are using to help signpost clients to a range of support services
- Health Improvement Team members were invited to visit the JCP and to shadow a job coach.

Since April, the following actions have been taken:

- Health and wellbeing questionnaire: **Sandra** and Jane from the Health Improvement Team have drafted a 'Highland version' of the Moray questionnaire and piloted it in the Inverness JCP
- Community hub in JCP Inverness – Health Improvement staff introduced DWP staff to the local Home Energy Scotland advice centre (financial issues / fuel poverty) – HES subsequently gave a presentation to the Inverness JCP staff (extremely good feedback). HES attended the hub twice in October and will continue to develop links to support clients there.
- Visit the JCP and shadow a job coach: **Sandra** took up this invitation.

2. Outcome Focussed Plan (OFP)

An initial mapping for North NHS Highland carried out within the Health Improvement Team. The OFP requires commitment and response from across all parts of the Board (such as HR) and this has been highlighted to the Public Health Directorate's Leadership Group.

3. Social Prescribing/Community Link Workers (CLW) /Welfare Rights Advice

- Primary Care Modernisation. A CLW subgroup of the Primary Care Modernisation Group has been set up and a workshop scheduled for 21 November.
- Third sector – Caithness CAB has windfarm funding for welfare rights workers in Caithness General Hospital and in the community MH team
<http://www.nhshighland.scot.nhs.uk/News/Pages/CitizensAdviceandNHSHighlandteamtuptoprovidesupport.aspx>

4. Role of health and social care partnerships in reducing inequality <http://www.healthscotland.scot/media/1806/the-role-of-health-and-social-care-partnerships-in-reducing-inequalities.pdf> circulated round key managers.

5. Fuel Poverty

- Ongoing work in Sutherland with Home Energy Scotland. Community hospital inpatients in Sutherland who are being discharged home are offered HES referral via the national online referral portal (in line with the 2017 Ministerial letter to NHS Boards) and this is being extended to community health and social care integrated teams. Early stages of extending beyond Sutherland.

- HES linked in to the JCP in Inverness (see 1 above).
- HES introductory letters sent annually round Highland GP practices – offering a presence/information at flu clinics.
- HES have regular presence at Raigmore Hospital outpatients waiting area.
- Highland Affordable Warmth Partners reviewing action plan – include links to the Child Poverty plan.
- Scottish Govt Fuel Poverty Team’s new Health Lead has been in touch and indicates there are plans to re-establish their Health Linkages Group - which has not met for a year.

6. General anti-poverty partnership work

Reducing poverty is one of the aims of the Highland Community Planning Partnership. A poverty reduction group has been established. Also a working group for Child Poverty.

Highland Council has a Money Plus project in some school settings (see item 7 of https://www.highland.gov.uk/meetings/meeting/4031/care_learning_and_housing_committee_formerly_the_people_committee/attachment/74370)

There are nine local Community Partnerships across the Highland Community Planning Partnership area – each of which is responsible for reports under the Community Empowerment Act (e.g. Locality Plans for areas of particular disadvantage) as well as Adult Health & Social Care Plans and Children’s Plans - which should have a focus on inequality. Someone from the Health Improvement Team in Public Health is aligned to each of the nine (for example, I am aligned to Sutherland CP).

**Argyll & Bute Health & Social Care Partnership –
Update from Alison Hardman, Health Improvement Team Argyll & Bute – alison.hardman@nhs.net**

1. Welfare Reform Working Group

Close working relationships continue through the Welfare Reform Working Group that has been meeting for over seven years. The group consists of partnership working between Third Sector, Council, Social Landlords, HSCP and DWP. It is within this group that the majority of mitigating actions regarding welfare reform is undertaken. It is a well-established group that works very closely with

DWP in the area of Argyll and Bute. Alongside this work is the Poverty Action work in line with the A&B Poverty Action plan and currently the commencing the Child Poverty action plan

2. Social Prescribing/community link workers

Pilots of link working were undertaken in Dunoon and Bute in partnership with a third sector organisation looking at link working. Learning from the evaluation is now being undertaken and will shape the decision on the role out of the Link Worker service in year two across the HSCP. An action/business plan is being drawn up and this will probably demonstrate a mixed approach across our communities, this will be ready by March 2019 for implementation April 2019. A further test of change has been commissioned with Healthy Options (social enterprise) based in Oban, and Imani a 3rd sector company has been commissioned to update the community assets ready to inform the service. A&B have decided to use the NHS Informs information directory and Imani will produce the information in a relevant format to populate NHS Informs data base. Further investment is being undertaken with Wee Toon Warriors (a social enterprise in Kintyre) to help them replicate the Healthy with Options services which is held up as an exemplar service and has worked in partnership with the Health Improvement team since 2011.

3. Role of health and social care partnerships in tackling inequality

This tool was circulated within the Integrated Joint Board, Senior Leadership Team, Operational management teams and currently being delivered to the Locality Planning Groups across Argyll and Bute. This was done in conjunction with the Equalities Outcome Framework interim reporting 2016-2018. We are currently designing a short survey around this topic for managers and team leaders to gauge interest in a workshop in the New Year.

4. Fuel poverty

Ali- energy are the third sector organisation that work across A&B providing support and advice regarding fuel poverty, grants and assistance with applications. They are active members of the Health and Wellbeing networks (eight networks across A&B) and Welfare Reform Working group. Work over the summer included;

Continuing to work with the MSA Project

- New project looking at digital skills workshops - how to do online
- comparison energy tariff checks and home energy checks – checking

- Council Tax Band for HEEPS eligibility.
- Affordable Warmth Project has come to an end.
- Draft Oban Energy Plan will be published in the next couple of weeks.
- Over the past 2 months attended 9 transition events in Schools promoting careers in Energy.

5. Anti-poverty general and partnership work

A&B HSCP along with A&B Council are setting up a steering group for the Child Poverty Action plan – this work is the responsibility of NHS Highland Board and is therefore being led in partnership with Sally Amor NHS Highland and Mandy Sheridan A&B Council. The Welfare Reform working group monitor and co-ordinate the financial advice services in A&B. These are delivered in partnership with CAB and Bute Advise along with the Councils in house services. Currently this service provision is being reviewed due to budget pressures. Money Skills Argyll is a free impartial and confidential financial advice service funded by Big Lottery and European Social Fund. This service is being reviewed and has not been without its issues in the delivery due to complex requirements of the funding organisations. The service intends to deliver debt advice, money advice, computer skills, money management, income maximisation and fuel poverty linking in with the partners already working in these areas within A&B.

In A&B HSCP there are six CPP's and their remit is to deliver the Governments SOA for better outcomes in the communities. The CPP's have six outcomes;

Outcome 1. The economy is diverse and thriving; Outcome 2. - We have an infrastructure that supports sustainable growth; Outcome 3. Education, skills and training; Outcome 4. Children and young people have the best possible start in life; Outcome 5. People live healthier, more active and independent lives; Outcome 6. People live in safer and stronger communities. Each of these outcomes has a subgroup that report on actions and work undertaken. Each area has representation from the Health Improvement Team and the Health and Wellbeing Co-ordinators.

6. Mental health and disability – working with DWP

Ailidh Macleod has a new role as Mental Health and Disability Community Partner lead for West Dunbartonshire and Argyll and Bute. The focus is to improve the Job Centre's connections with organisations locally so that staff are aware of services and can

make correct referrals for customers when they need support. She is looking to improve awareness of mental health in DWP staff and improve connections across A&B services.

Her role includes working to try to develop skills within the job centre around mental health, disability, addictions, trauma informed practice and gender based violence, so that staff have confidence and can positively change their practice.

Finally the role is also looking at improving provision in A + B for people who are far from the job market and need some help with their health condition before thinking about work.

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

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. Some discussions have begun to look at the feasibility of opening a similar Hub in University Hospital Ayr.

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. Training sessions, on the Financial Inclusion Pathways, for Early Years Staff in three localities within South Ayrshire will take place in December.

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.

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.

Cost of the School Day work is being conducted by Health Improvement Locality Teams in partnership with East, North and South Ayrshire Councils respectively.

Lothian Update Dec 2018

Universal Credit

This started on 28th Nov in Edinburgh. In preparation there were numerous locality events run to increase knowledge around UC and assist services to know how to manage clients/patients who may present with issues. A fact sheet has been widely circulated and an offer of short sharp training to health staff has been offered.

Best Start Grant

This commences 10th Dec. All information and toolkits have been circulated and an offer of meeting to discuss roll out with the Edinburgh social security member of staff has been given.

Exploration of a new development for income max and midwifery service is underway.

Income max and schools

- Income maximisation service is now offered in 22 schools across Edinburgh

MAXIMISE MODEL

- Within SE School cluster – 6 schools
- Long term, holistic model for assisting families out of poverty
- Advice Worker (full time)
- Family Support Worker (full time)
- Employability Worker (part time)
- Started mid-August 2018
- Until End of Oct results so far:

Advice – 16 parents/carers (29 appointments) Awaiting results of applications however £10,438.20 is known so far.

Family Support – 9 families undergoing support

Employability support – 4 parents engaged

This model we hope to replicated in each locality with particular school clusters. Researching funding streams in underway.

A test model of MAXIMISE is hoped to be tested in early years settings. Once again funding options are being explored.

Income max and mental health/recovery hubs

We are awaiting results from the EIJB Grant process. A expansion of targeted income maximisation within the drug and alcohol recovery hubs to include mental health hubs also has been submitted. Last years recovery hub income max service was successful with **£666,519.39** financial gains made. This was assisting 294 individuals. With such high financial gains it evident that those most vulnerable are struggling to navigate and access the welfare system.

GP Income Maximisation

At present advice and income maximisation is present in areas of deprivation. A new proposal has been submitted to the EIJB Grants process to readdress this and work with an adviser working within a cluster model of GPs. This would give every GP practice the opportunity to have embedded advice and target patients who may be hidden and in poverty or failing to access the welfare system to have the opportunity to access it. This also links in with the Community Link Workers roll.

Fuel Poverty

Fuel poverty assessments have been carried out alongside **flu clinics** within GP practices though out Edinburgh. A total of **2,750** patients have been assessed and we await the results of their programme.

The development of fuel poverty assessments within other health settings has been running now for one year. There is a continual service provided within:

- Cardiac rehabilitation
- Cancer centre WGH
- Out patients department Western General Hospital
- Transplant unit

Sylvia Baikie

Public Health Practitioner

EH&SC / NHS Lothian

07843701037

Update for WRHEF 4 December 2018

NHS Tayside

Health & Work Support

- All staffing now in place; New Team Leader and admin support started in October
- Marketing Plan on track. Budget to be used by end financial year; Advert on Radio Tay, Adverts to be placed In DFC and DUFC and Ice Arena, Possible story in Evening Telegraph, merchandise purchased with logo's and information to be used at events. Local libraries to receive information to display. Campaign to go forward into the New Year to target SME's. Video being completed for use various places.
- Numbers increasing
- Still challenges with call handling, although solutions being sought
- Space in KX for the team is not adequate; solution – staggered starts and home working for the time being.
- New Case Manager duty model started on the 22nd October to try a different way of working – seems to be going well.
- Potential involvement in the Michelin situation (PACE) depending on the outcome of the Action Group Meetings.

Welfare Reform Action Plan

- Linking with the three local authorities in Tayside on Child Poverty Action Reporting. Relevant actions from WR Action Plan feeding in to activity mapping.
- Funding allocation from SG in relation to Child Poverty Delivery Plan and developing financial inclusion referral pathways/income maximisation activities to be used to further develop/roll-out existing actions in local plan.
- Currently undertaking NHS Health Scotland Fair Work Framework benchmarking exercise for those actions that contribute to outcomes in relation to staff health and NHS as a Fair Work employer.
- In light of Fairer Scotland Duty, welfare reform and financial inclusion work now linking to Equality and Diversity agenda in more robust way at both strategic and operational level. Continuing to deliver training sessions for Equality and Diversity Champions on Welfare Reform/Poverty Awareness.

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

Local Lead Health & Work Support

Aileen Tait, Programme Manager – Welfare Reform and Health/Financial Inclusion,

Health Improvement Lead Child Poverty

Jane Beresford – NHSGGC – Update for WREHG December 2018

Highlights

Awareness and marketing

- GGC materials on unclaimed social security benefits disseminated to Support and Information Services
- GGC communications completed for Challenge Poverty Week and Talk Money Week in conjunction with Home Energy Scotland particularly for midwives and Health Visitors. A range of communications for the public and staff planned for Dec /Jan on poverty, food insecurity and fuel poverty
- New Healthier Wealthier Children public and staff materials issued and a briefing paper of statutory roles re child poverty disseminated
- Further materials being disseminated as requested from 2 GGC wide child poverty events for midwives and health visitors (Guidance on interventions for asylum seekers with no recourse to public funds; NHSGGC list of foodbanks / foodshares / community cafe models; briefing for midwives on Support and Information Services prescriptions vs money advice referral)
- 2 learning sessions for Senior Charge Midwives Nov / Dec 2018 with a plan for SCMs to do short sessions with frontline midwives on electronic money advice referrals and statutory child poverty duties
- Input from Nourish and Community Activists to NHSGGC's Financial Inclusion Group
- Play being filmed on food as a human right, for use in NHSGGC training events, at Glasgow Association for Mental Health Human Rights celebration event
- Learning session at NHSGGC Alcohol and Drugs Person centred care and equalities group – universal credit, financial inclusion, food insecurity and fuel poverty Oct 2018
- Dissemination of 20 years of the NHS Credit Union information and Scottish Government campaign to promote local credit unions

Outcomes and planning

- Quarter 2 18/19 GGC wide Healthier Wealthier Children (generic HWC, SNIPs HWC & Children's Hospital HWC) £2,170,942 for 1002 referrals. Total since 2010: £21.5 million, around 18,000 referrals
- NHSGGC increase in financial gain pa for patients 17/18 £42m 18/19 estimated £46m

- 19/20 GGC child poverty action plan finalised and 18/19 baseline completed
- NHSSGC partnership with Home Energy Scotland – outcomes to be discussed at Dec Financial Inclusion Group
- NHSSGC Mental Health Services financial inclusion improvement plan to be submitted to Adult Mental Health Planning Group Dec 2018-11-26
- NHSSGC Alcohol and Drugs financial inclusion improvement approach being scoped
- 18/19 allocation of Healthier Wealthier Children national funds agreed
- SNIPs money advice intervention future funding and evaluation being scoped
- Cost of the pregnancy pathway work funded by Health Scotland (NHSSGC & NHS Ayrshire and Arran)
- GGC Universal credit approach and GGC's welfare reform plan reviewed

Financial Inclusion Update

- NHS GGC Acute services have an annual target for referrals to money advice services. For the financial year 18 – 19 the target is 5,262
- During Q1 and Q2 a total of 2571 referrals were made to money advice services across NHSSGC Acute services. In Q2 a total of 1,460 referrals resulted in an income gain of £1,755,900.45.
- Of the above Q2 referrals, 339 were for the Royal Hospital for Children, SNIP's programme and Healthier Wealthier Children of which 112 were for the RHC service and generated financial gains of £709,432.80 with an average of £6,334.22 for every family referred.
- Following the UK budget timelines for the roll out of Universal Credit (UC), roll out commenced in Glasgow City on 19th September, 2018 with Govan being the first area in Glasgow. This has progressed with a 26th September date for Laurieston and Newlands aread, 31st October for Partick and Springburn areas and 5th December for Castlemilk, Drumchapel and Shettleston areas. UC has been rolled out in Inverclyde, West Dunbartonshire, East Dunbartonshire, East Renfrewshire and Renfrewshire meaning that roll out across NHSSGC will be completed by January 2019. Plans are in place to migrate existing benefit claims over to UC by 2023.

- 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 until January 2019. During Q2, 93 referrals were made to the service and extreme levels of poverty are being picked up with 60% of those who have engaged with the service in Q2, having an income of less than £6,000.

Staff Money Worries 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.

Dec 2018 Update

- An external research provider was commissioned to carry out the qualitative research study. A report was delivered in July 2018 and the researchers shared the results with key stakeholders at a Dissemination Event in October. The aim of this event was to inform the response to the organisational issues that staff with money worries raises.
- Basic Poverty Awareness training for stakeholders in Human Resources, Occupational Health and Support & Information Services took place in October and November with a total of 76 frontline staff and managers attending one of the sessions. Training was on money related issues, support available and appropriate pathways for referral and signposting, with input from Poverty Alliance and Child Poverty Action Group.
- Mapping of the current online money advice information available to staff continues and plans have been made to begin streamlining the content in Q3.
- In response to the continued roll out of Universal Credit and the potential issues for staff with December pay, a number of communication approaches are being taken:

- NHS GGC Core Brief on UC published 19/10/18 and re-published on 20/11/18 in a shortened version, with a link to longer article on Hot Topics throughout December.
- NHS GGC Staff News article on Staff Money Wellbeing Project and UC in December issue.
- Payslip message on UC to staff payslips in October, November & December 2018.
- Talk Money Week 12th-18th November 2018, NHS GGC HWL Groups have been contacted regarding events for staff to be held in this week. NHS Credit Union, HES and NHS GGC Support & Information Service and NHS Staff Benefits attended events in West Cluster and Renfrewshire.
- L McBrien, project lead attended the Faculty of Public Health Conference in November 2018 to present a paper on the Staff Money Wellbeing project.

Vocational Rehabilitation

No further update at present. Group is currently looking at data for VR Services in place to explore what works.

