

WRHEF Local Updates 14th March 2019

Welfare Reform Health and Employability Forum

Lanarkshire Update March 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.

Financial Inclusion in Schools

Money Matters Advice Service in South Lanarkshire are now fully engaged within the Healthy Schools Plus movement and have been present at the last two planning events within South Lanarkshire, engaging and building partnerships with approximately 28 schools (26 primary and 2 secondary). This is to build lasting links that will allow head teachers and senior management teams in schools to signpost families who are living with financial insecurity to welfare advice and support services. Meetings have also taken place with key stakeholders in North Lanarkshire to replicate this approach.

Lanarkshire Money Worries App

We are currently undertaking a review of the Money Worries App for Lanarkshire and are looking at usage, content, promotion of and arrangements for keeping this resource up to date. Information and assistance has been provided by our colleagues in Forth Valley and we are liaising with the hosting organisation MTC.

Routine Enquiry Pilot North Lanarkshire

A 3 month pilot began in November 2018 in Coatbridge and Airdrie with Health Visitors and District Nurses in relation to embedding a financial inclusion enquiry pathway. Since starting the pilot in mid-November there have been 135 referrals made from Airdrie and Coatbridge teams. The pilot will continue until mid-February and the plan is to roll-out to the other 4 localities.

Social Security Scotland Consultation Events

Social Security Scotland undertook a local consultation with young mums, health professionals and early year's workers in Cornerstone Housing Centre on Wednesday 23rd February 2019. The purpose of the consultation was to discuss the launch of the new benefit *Best Start Grant* and *Best Start Foods*. Individuals shared their experience of using government services to help create a system that works for them. Attendees got the opportunity to access the system live and explain what was and what wasn't easy to use/navigate. Comments were made on a selection of forms, letters etc. that the new Social Security Scotland are intending to use for these new benefits. The researchers were also offered further access to 2 other groups in the locality (Dads Group and Kinship Care Group) for further comments and input. Researchers and attendees felt the consultation was very beneficial and the opportunity to have valued input at an early stage was most welcomed.

Fair Start Scotland and Integration and Alignment of Employability Support in Scotland

Better partnership working locally is being addressed by the Transforming Lives Community (TLC), organised by Remploy (North Lanarkshire's Fair Start provider), creating a forum for every Lanarkshire employability provider to participate in quarterly meetings to encourage better partnership working while identifying referral routes and gaps. There is also a national TLC. Lanarkshire Health Improvement and SALUS attend and contribute to these meetings locally and nationally.

HWL, health improvement and Health Scotland are planning a Lanarkshire-wide event to promote FSS in partnership with a local employability provider (to be agreed but probably Remploy and/or Routes to Work South)

Living Wage Events

Partners are planning a Business Networking Breakfast with a focus on promoting Living Wage and Living Wage Accreditation on the 20th of March at the University of West of Scotland and it is expected that 150 employers will attend.

NHS Lanarkshire, being the first board to receive Living Wage Accreditation, are likewise planning a Living Wage Event on the 28th of March at Wishaw General Hospital aimed at HR Directors and Heads of Procurement across Scotland so that we can share our experience of this journey.

Health & Work Support (part of Dundee update) Update March 2018

The service was launched on the 26th June 2018. The referral rate has continued to rise month on month. The service continues to shape and change as we move forward, the benefit of it being a pilot project.

There is an intensive marketing campaign underway across the city to target the Small to medium business's as these are more likely to need our service, having no access to occupational health for their employees. This will continue for the next 6 weeks and plans to revisit this again in August 2019.

Other marketing that is being tried and tested;

A video of the service is now finished and will be used at every opportunity to promote the service
Advertising at both football grounds in the city, where local people go, targeting the local support specifically.
Dundee Ice Arena which has a footfall of 300,000 per annum, again where local people/families gather.

The inside of the Xplore buses, which will be on during the month of March

Petrol pumps adverts, Kingsway Tesco for the month of February.

Radio Tay advertising over the months of Nov/Dec/Jan

Under development is a television advert which will cover the micro region of Dundee, to air April/May and then again in October/November this year.

The marketing has been vitally important to get the message to the public and employers of what Health & Work Support can offer. Already we have people phoning the service who heard the radio advert.

The Case Manager model has been refined since the launch date and has seen an improvement in the time for assessments for patients/clients.

Health & Work Support also involved in PACE to support employees facing a redundancy situation, we are currently involved in the Michelin situation in Dundee which is unique and different to any other.

Advice Centre, Ninewells Hospital/Developing Referral Pathways

NHS Management Trainee attached to NHS Tayside and on placement within Public Health until September 2019 is taking forward a piece of work at Ninewells Hospital, Dundee looking at pre-discharge assessment of patients and the development of a holistic approach that includes consideration of socio-economic factors and supports referral to money advice services as appropriate. This work will link to other referral pilots already underway at the Advice Centre.

Jane Beresford – NHSGGC – Update for WREHG March 2019

Awareness and marketing (NB aim to raise patient money worries & staff with money worries as appropriate in all developments)

- Midwives have requested raising the issue of money worries face to face training. A team of trainers have been identified & a package developed
- Training for new staff (e.g. nursing induction) and stalls in conjunction with NHS Credit Union
- Filmed play available on food as a human right, for use in NHSGGC training events
- New Healthier Wealthier Children posters for HV's and Midwives finalised and available to order via PHRD.
- Filming completed in the FI service in the Royal Hospital for Children describing the FI pathway in the children's hospital. The film clip can be viewed here:
- http://www.healthscotland.scot/population-groups/children/child-poverty/local-actions-to-reduce-child-poverty/financial-inclusion-referral-pathways/example-referral-pathways?utm_source=ChildPoverty&utm_medium=Email&utm_campaign=ExamplePathways&utm_content=GeneralEmail

Outcomes and planning

- Comparing trends from 17/18 to 18/19 we have had a 41% increase in Healthier Wealthier Children referrals. Lots of increased awareness raising as part of Child Poverty Act work. Examples of Health Visiting Teams, where for each quarter of 18/19 referrals are double of trends from 17/18
- 19/20 GGC child poverty action plan out for comment
- NHSGGC Mental Health Services financial inclusion improvement plan agreed
- NHSGGC Alcohol and Drugs financial inclusion improvement approach developing
- SNIPs money advice intervention future funding agreed. Evaluation due March
- Cost of the pregnancy pathway work developing with NHS Ayrshire and Arran
- GGC Universal credit approach and GGC's welfare reform plan still being 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, Q2 and Q3 a total of 3723 referrals were made to money advice services across NHSGGC Acute services. In Q3 a total of 1,152 referrals resulted in an income gain of £1,214,158.44
- Of the above Q3 referrals, 284 were for the Royal Hospital for Children, SNIP's programme and Healthier Wealthier Children of which 119 were for the RHC service and generated financial gains of £656,119.78 with an average of £5514.00 for every family referred.
- 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 February 2019. A steering group will be convened to consider future plans. During Q3, 44 referrals were made to the service with 55 repeat clients also supported. Extreme levels of poverty are being picked up with 50% of those who have engaged with the service during Q3, having an income of less than £6,000.

- Neonatal Expenses Fund (NEF) is a universal entitlement to all families with a baby in NICU. Families can claim £8.50 per day for subsistence and their mileage and parking expenses. The largest amount of claims were related to meals, subsistence then mileage and parking. During Q3, the total claims amounted to £14,776.87.

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.

Jan 2019 Update

- The external research provider commissioned to carry out the qualitative research study shared the results with key stakeholders at a Dissemination Event in October 2018. The event was attended by 17 key stakeholders, who discussed developing a response to the organisational issues raised by staff with money worries. These discussions formed part of the information used to generate recommendations, in a paper presented to the Staff Health Strategy Group in December 2018. The content of this paper was ratified by the group and a short life working group has been formed to take the recommendations forward in Q4.
- 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. A further session will be required to enable those who were unable, to attend and to include Payroll staff. This is expected to be delivered in Q4.
- Mapping of the current online money advice information available to staff continues and plans continue to streamline the content in Q4.

- 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.
- Healthy Working Lives staff events were held for Talk Money Week in November 2018 and again in January 2019. The events were supported by NHS Credit Union, Home Energy Scotland, Money Matters and NHS Staff Benefits.

Vocational Rehabilitation

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

NHS Highland: Updates from Margaret Brown (North NHS Highland – ie Highland Council area) and Alison Hardman (Argyll & Bute HSCP)

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

1. **Job Centre Plus (JCP), Inverness** - We are working with Job Centre Plus to pilot a health and wellbeing questionnaire, to be used as part of claimant interviews. Work coaches will support clients to complete a holistic health and wellbeing questionnaire and identify individual priority areas for focus. Clients will be supported to access appropriate support and work coaches will follow-up progress at subsequent interviews. The pilot will run for 4 months and learning will be used to inform a future pathway for integrating health and wellbeing conversations within Job Centre Plus work

2. **Links with Social Security Scotland's Local Delivery Relationship Lead** meetings held. Range of potential contacts identified including: community planning, contacts relevant to Best Start, Healthy Start Foods, and to funeral expenses.
3. **Primary Care Improvement Plan: Community Link Worker (CLW) priority** NHS Highland has established a subgroup for the CLW priority. It is chaired by the Head of Health Improvement, supported by another team member.
4. **Health inequalities training** – one-day training – *health inequalities: why bother?* developed by the team continues to be delivered to NHS staff and partner agencies. It has been offered to the 9 local community planning partnerships in Highland.

**Argyll & Bute Health & Social Care Partnership –
Update from Alison Hardman, Health Improvement Team Argyll & Bute –**

Extensive networking has been undertaken with the SSS Lead reps in the A&B area and information is now being cascaded as it is available throughout the relevant services and social media.

Primary Care Link worker- following the two pilot areas in 2018 a report of future service provision is underway. It is thought that a variety of service provision will be undertaken to meet the needs of the remote and rural areas the service will cover. The aim is to have this ready for the end of March 2019.

On the 29th March 2019 a workshop is being held for managers to look at aligning the EQIA paperwork with the A&B Council and NHS in the HSCP. A variety of speakers will be present to review undertaking EQIA's, socio-economic duty and promoting the Scottish Health support tool – 'The Role of Health and Social Care Partnerships in reducing health inequalities' (NHS Health Scotland). It is also hoped to have a member of the implementation team speak about the Island's Bill.

Public Health - NHS Ayrshire & Arran (Welfare Reform Health and Employability Forum) March 2019

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.

Outcome Focussed Plan – a paper providing an update on the plan went to the Corporate Management Team at the NHS Board in December.

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.

East Ayrshire - Financial Inclusion Group - Public Health is working with East Ayrshire H&SCP and Council to plan Financial Inclusion Briefing Sessions with Early year's staff to scale up and formalise the local referral pathway to East Ayrshire Money advice.

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 – ongoing.

South Ayrshire Public Health Working with H&SCP, Community Planning and South Ayrshire Council, there are 2 planned Financial Inclusion Briefing Sessions and one has already taken place with over 50 early year's staff from Midwifery, Health Visiting and Social Work in attendance. The aim is to scale up the use of and formalise the referral pathways to the Information and Advice Hub in South Ayrshire. Best Start Grant was presented on and resources were distributed. Head Teachers have requested a briefing session too.

Long Term Conditions pathway reviews - Public Health is working with the Respiratory Managed Clinical Network and contributed to the development of a COPD App by putting links on to the three Ayrshire Money Advice points and health

improvement messages with relevant links to more online support. A **self-referral route** to help with income and fuel poverty is now available on the App which is still being tested.

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. Public Health is participating with Glasgow on some research relating to the **Cost of the Pregnancy pathway**.