NHS Welfare Reform, Health and Employability Forum Strategic Perspectives – Learning Event & Business Meeting 19th February 2020

10.00a.m. – 15.30p.m.

The Studio, 67 Hope Street, Glasgow

Present: Lisa Buck (LB) (Chair), (NHS Greater Glasgow and Clyde), Alan Gow (AG), (NHS Fife), Margaret Kane-Dickson (MK-D), (NHS Health Scotland), Alison Newman (AN), (NHS Health Scotland), Anne Alexander (AA), (NHS Lanarkshire), Bobby Smith (BS), (NHS GG&C), Wendy Third (WT), (NHS Tayside), Julie McKelvie (JMcK), (NHS GG&C), Alan Clifford (AC), (Scottish Government), Anne Ramsay (AR), (NHS Health Scotland) – minutes.

Video/Tele Conferencing: Lynda Thomson **(LT)**, (NHS Highland), Phil Myers **(PM)**, (NHS Dumfries & Galloway)

Apologies: Sandra McAllister (NHS Highland), Kerry Murray (NHS) Lothian, Linda Leighton-Beck (NHS Grampian), Roddy Duncan (Scottish Government), Hazel Meechan (NHS Forth Valley), Jo-Anne Valentine (NHS Fife), Jacqueline Brown (Social Security Scotland), Marlene McMillan (NHS Ayrshire and Arran), Gillian Lindsay (NHS Lanarkshire), Margaret Brown (NHS Highland), Aileen Tait (NHS Tayside).

Speakers: Victoria Beattie, (VB), (Scottish Government),

Donna Burnett (DB), (NHS Health Scotland)

Karen O'Connor (KO'C), (DWP)

Alison Barnes (AB), (Money and Pensions Service)

Kevin Duffy (KD), (Money and Pensions Service)

Discussion/Outcome	Action	
Welcome/Introductions/Apologies		
A round of introductions were given by all and AR read the apologies which were received for this		
meeting.		
Presentation – No One Left Behind		
Victoria Beattie, Unit Head, Employability Division, Directorate for Fair Work, Employability and		
Skills, Scottish Government.		
Victoria discussed the key topics within her presentation which were:		
National Performance Framework		
Economic and Labour Market Strategies		
Supporting people into work		
 Policy principles – No One Left Behind 		
National Performance Framework		
• Progress		
 NOLB – Focus for 2020 		
Key Themes		
Next Steps		

• Collective Leadership

Reflections from the room related to Victoria's presentation

- Q. LB asked about the monitoring of the success?
- A. **VB** stated that success will be measured against the indicators and outcomes.
- Q. **DB** asked in relation to working with Local Government, how do local employability leads in health boards get the best outcomes?
- A. **VB** stated that they should explore through their community partnerships and city deals and pull this together.
- Q. **AC** suggested establishing which group require a holistic approach and look for input from the group regarding the footprint.
- A. **VB** stated that work should be done with the individual need of clients. **KO'C** stated that it important to get the correct agencies/groups around the table and to use the correct marketing.
- Q. LT asked about VB thoughts on seasonal work in rural areas?
- A. **VB** and **DB** discussed that employability is related to what work is available and the shortfall in jobs. **VB** stated that parental employment is related to the design of jobs that are family friendly and not necessarily 9-5. Skills sets and the gender pay gap will also be looked at.
- Q. LT discussed the number of older people in the community and also the number of people who are required to care for them.
- A. **VB** stated that work in the care sector was being looked at by the Fair Work Convention to make this appealing.

Presentation – Health and Inequalities Oversight Group (Working in partnership with DWP in Scotland)

Donna Burnett, Organisational Lead, Income and Work, NHS Health Scotland Karen O'Connor, Health and Work an Integration Lead, DWP

DB discussed the key topics within her presentation which were:

DB gave an oversight into the work of this new high level group, which involves getting the best outcomes and service for users. The partners involved are:

- NHS Health Scotland
- DWP
- Scottish Directors of Public Health Group
- Scottish Government
- COSLA

DB stated that "good practice is created locally" with partners who understand and ratify a plan.

DB will talk with a senior representative from Health and Social Care regarding young people, families and those with addictions.

DB

KO'C stated that clients claiming ESA are often "under the radar", as clients are not required to engage with the Job Centre. DWP are implementing recovery orientated support across all job centres, which include Universal Credit and legacy benefits.

Sanctions are now looked at with more compassion and public information regarding sanctions for every job centre has been looked at and will be assessed.

Short Term Outcomes

DB informed the meeting that strategy will be signed off in the next few weeks, which will develop and share approaches to enhance income of families and people with ill health/disability. This group has missed out previously and proposals are in place to ensure that this group receive the money that they are entitled to.

KO'C stated that DWP and Social Security will ensure that the correct carer's benefits are paid.

Payment in relation to housing and homelessness will be looked at to ensure that housing is retained.

Half a million people are moving to Universal Credit and DWP are planning to mitigate and protect children who live in homes affected by mental health and therefore child poverty and 1 million people will be affected by the change to Universal Credit.

KO'C stated that DWP will work with GP's to put in place the correct support to patients, at the right time and gave an example of how using the correct agency collaboration can put in place assisting people who have health issues back into work.

Reflections from the room related to Donna and Karen's presentation

- **Q. AC** said that a priority exists regarding ESA and Universal Credit and asked how the offers of support reach individuals. He suggested that DWP should lead on this, as these clients do not need fit notes.
- **A. KO'C** replied that disability confident job coaches will offer work experience.
- **Q. LT** stated that a trial for disability confident job coaches is currently being trialled as a six month test at the DWP in Inverness.
- **A. KO'C** replied that Moray area currently have a six month trial working with GP's and that feedback will be looked at from these trials.
- **Q. AC** suggested trialling a psychologist in job centres.
- **A. KO'C** replied that the "health model office" in DWP Paisley and Fraserburgh are re-writing the script for mapping of health conditions.
- **Q. AA** said that it is important to work with the person in a holistic way with link officers to look at all areas of their health and needs. NHS Lanarkshire have developed a toolkit which looks at different health topics, as a starter, and use of this toolkit has received a good evaluation. **AA** will share the evaluation of this pilot, which took place in the Motherwell area.

A. KO'C replied that Airdrie and Bellshill areas have been selected for a trial, where DWP will work alongside GP's.

- **Q. AC** discussed an example of how people can drop through the system and stressed how important it is to get help to people in time from the correct agency.
- **A. DB** replied that within the addictions strategy, failure to appear for appointments, results in benefits being lost, which can result in the loss of housing. **DB** stated that community link workers should have welfare rights experience/knowledge to provide a check on benefits to ensure that people do not drop out of the system (especially young men, who are prone to this).

AA will find out if any Fuel Poverty work is happening out with HES.

AA will ask **David Inglis** to send information regarding the above, broken down into age, area, ethnic groups to **AN**.

AA/David Inglis

AA

AC stated that DWP should share information to other agencies for people who have dropped out of the system for more than one month. **KO'C** said that written permission would have to be sought from that person to circumvent GDPR regulations to allow this sharing of information.

- **Q. LB** asked if any other boards have FI pathways for secondary care patients.
- **A. AA** explained that NHS Lanarkshire help patients and their carers through assessment in their own homes through their re-enablement teams.
- **Q. AG** discussed the ageing workforce in construction and manufacturing in relation to having to drop out of work in relation to ill health and said that it is important for HWL to get out into the community to help in retraining these workers.
- **A. DB** suggested that these workers should receive intervention to upskill to do a suitable job and informed that Skills Development Scotland has money in their budget to help re-train these workers.

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KO'C explained about the ScotlandAbility Committee, funded by KPMG which launches on 2nd April KO'C/DB 2020, which is an initiative to look into how people can be helped to sustain employment. KO'C will (done) send details of this initiative to **DB** to set up representation from Healthy Working Lives. **Previous Minutes and Matters Arising** It was agreed that the previous minutes provided an accurate record of the meeting. Alison Newman sent out the Outcome Focus Plan mapping document on 04/02/2020. It was generally agreed that Boards would embed WR, Work & Health and FI/Child Poverty at a strategic level, would be mutually useful. Gillian Lindsay has emailed Lisa Buck to say that she is willing to discuss this. An email was received 04/02/2020 from Lisa Buck to confirm that she has sent NHS GG&C Screening and Inequalities Plan to the WRHEF members. Alison Newman emailed Agnes Allan on the 10th and 13th January. A reply was received from Agnes on 16th and Alison was advised to email Web and Digital. Alison advised at today's meeting that no reply has been received as yet. Alison Newman confirmed that Margaret Dickson sent the STUC Report to WRHEF members on 05/12/2020 and again on 18/02/2020. The Thriving at Work Stevenson Farmer Review and draft Mentally Flourishing Workplace Standard were both sent out on 10/12/2019 by Anne Ramsay on behalf of Pegs Bailey. Presentation – The Money and Pension Service and the UK Strategy For Financial Wellbeing. Allison Barnes - Scotland Manager at Money and Pensions Service Kevin Duffy - Scotland Partnership Manager at Money and Pensions Service Allison discussed the key topics within her presentation which were: MaPS: Statutory Functions Why a UK strategy for financial wellbeing? Why financial wellbeing is important? The UK strategy for financial wellbeing The Strategic Priorities: Agendas for change for Financial Foundations Nation of Savers Credit Counts Better Debt Advice Future Focus Collaborating across the UK What do we want to achieve by the end of the activation phase?

- Challenge Group Overview
- The Business Plan
- Encouraging the right behaviours
- **Pathfinders**
- The Financial First Aiders Pilot This part of the presentation was delivered by Kevin Duffy of MaPS
- What support would be helpful to drive forward the Financial Wellbeing agenda?

Reflections from the room related to Allison and Kevin's presentation

KO'C suggested that conversations with employees affected, related to financial first aid, should take place in the workplace with a trained, trusted colleague to enable signposting for help. KO'C said DWP has over 200 mental health first aiders.

AG said that support from MaPS would be helpful to drive forward the financial wellbeing agenda in relation to the Money Talk Team. AG will contact Allison Barnes and Kevin Duffy to talk at NHS Fife, emphasising on the importance of financial education for young people. Send presentation out. **AN** will forward the HR Leads names to Allison Barnes.

AN (done)

AG

AN will email Susan Gimson regarding the mental health first aiders details on behalf of Allison Barnes asking her to make contact with Alison regarding the pilot for Q3.

AN (done)

Local Updates from NHS Board Areas

The NHS Board Updates circulated were discussed.

NHS Health Scotland Revised Update

Fair Work Framework

Event – Fair Work Framework Shared Learning Event – Once for Scotland 26th February

The event will outline the experience of two NHS territorial Boards, NHS GG&C and NHS Tayside benchmarking against the framework and action planning to identify evidence against the five dimensions (security, effective voice, respect, opportunity, fulfilment). The Boards will outline what went well, what challenges were experienced and how these were dealt with.

Members of the Fair Work (FW) Division, Scottish Government (SG) are also attending the event to outline the new FW indicators for employers and other resources that have been developed. Participants at the event will, in groups, provide feedback on the indicators to SG. Other (SG) divisions attend the event are Service Improvement, Health Creation (Roddy Duncan) and Employability. Outcomes:

- Share learning and provide an overview of working with the framework for other territorial Boards
- Set up a short life working group from territorial Boards on taking FW forward in NHS Scotland with a Once for Scotland approach
- Capture information to develop guidance on 'how to do it' for territorial Boards
- Provide NHS feedback to SG on usability of the FW indicators and other resources that have been developed

Mental Health Awareness Training for Fair Start Scotland (FSS) caseload workers/managers

I&W have commissioned a specific mental health awareness training course for FSS caseload workers/managers. This was developed by Tom Thomson (Mentally Health Workplace Training for Managers) with input from Scottish Government, FSS providers, Pegs Bailey (Fife) and Norma Clark NIDMAR.

The course is on 12th March. I will be evaluated on the day of delivery and an intermediate evaluation will take place between 3 to 6 months later to establish changes to practice by participants of the training and gather data on whether better outcomes for participants of FSS have been achieved. The learning will be shared with people with a mental health focus in HS and SG (No

one left behind, disability employment gap and wider if appropriate). If it evaluates well the resource may be offered further (sustainable budget permitting) for FSS providers and perhaps employability workers in Local Authorities.

PACE Event – email to employability leads and HWL leads sent out this morning; this email is in the info file on outlook to be logged

Donna and Norma have been invited onto a steering group for the SG review of IPS

NHS HS are engaged with Pamela Smith at the Improvement Service and Robert MacGregor at COSLA, who are working with SG to strengthen the partnership between SG and local government. HS have provided Pamela with the list of NHS Employability Leads.

Donna will draft an email and I will send out to the WRHEF and coordinate the HB reps for each of the 32 Local Employability Partnerships.

DWP Update

Disability Confident

DWP is working with employers to secure opportunities for our customers. Disability Confident is about encouraging long-term behavioural change and making the business case for employing disabled people and ensuring that they have the opportunities to fulfil their potential. By giving employers the tools and techniques to help them recruit and retain more disabled people, Disability Confident will be an important contributor towards the Government's commitment get 1 million more disabled people into work by 2027.

The scheme has 3 levels:

Disability Confident Committed,
Disability Confident Employer and
Disability Confident Leader

At each level employers commit to taking actions that will make a real difference to the lives of disabled people.

In Scotland there are currently 1,418 employers signed up however we continue to work towards the aspiration of 2,000 signed up employers by the end of March 2020. As we have up to 9 opportunities per employer we are already well on the way to the aspiration of achieving 5,000 opportunities in Scotland by the end of March 2020 having already secured 4,534 opportunities to date. These opportunities include:

- 1.Work_Experience
- 2.Work_Trials
- 3.Paid_Employment_(permanent_or_fixed_term)

- 4. Apprenticeships
- 5.Job Shadowing Opportunities
- 6.Traineeships
- 7. Paid Internship(s) and/or Supported Internships
- 8.Student Placement
- 9.sector_based_work_academy_placements

ScotlandAbility - Guiding Principles enclosed

I have emailed KPMG to have Healthy Working Lives added to the committee and the distribution and copied Donna in for future correspondence.

Compassionate Decision Making

DWP has looked at the way we make decisions following a work capability assessment and reaffirmed how easements can be utilised to support customers through their DWP Health journey. We will be looking at decisions and appeals as this progresses to see if we have improved our service and support.

Social Security Scotland Update

Key Points:

- Social Security Scotland is up and running and now delivering seven benefits
- As more benefits launch, Social Security Scotland is scaling up, staff are being recruited across the country to provide support for the bigger benefits.
- The next benefits to be launched this year are Job Start Payment, Scottish Child Payment and Disability Assistance for Children and Young People.
- Work is on-going involving User Research and engaging with a variety of NHS areas.

Local Delivery:

- Face-to-face support in offices, outreach centres or home visits
- Co-located in accessible places where people currently visit
- Importance of complementing local arrangements
- Overarching partnership agreement signed with COSLA
- Developing partnership with local advice agencies and services to ensure that we can work together for our shared clients to obtain the maximum support, personally and financially
- Regular 'surgeries' in places where our customers go e.g. Medical / Community Centres
- Visits to prison and hospitals to offer advice and support to people during their stay and in preparation for their release and discharge.

Home visits

Our Local Delivery teams will provide face to face pre-claims support. This is:

- Advising people on what they're eligible to claim through the Scottish social security system;
- Assisting the completion of application forms;
- ID and document verification;
- Benefit Maximisation
- Advice and support for a client whilst their application is in progress; and
- If required, advice on **requesting** a redetermination or appeal and making a complaint will be given, however assistance on these processes will not be given

Benefits being devolved to Scotland:

- Ill Health and Disability Benefits:
 - Disability Living Allowance
 - Personal Independence Payment
 - > Attendance Allowance
 - Severe Disablement Allowance
 - > Industrial Injuries Disablement Benefit
 - Carers Allowance
- Sure Start Maternity Grant, replaced by Best Start Grant in Dec 2018
- Funeral Expenses, replaced by Funeral Support Payment
- Cold Weather Payments
- Winter Fuel Payments
- Discretionary Housing Payments

• Benefit	Client Group	Implementation Date
 Carers Allowance Supplement 	Carers in receipt of Carer's Allowance	In deliveryPaid 6 monthly £226.20
Best Start Grant	 People on low incomes and receiving certain qualifying benefits Applications from 24 weeks pregnant to 6 months after birth 	 In delivery Pregnancy and Baby £600 thereafter £300 Early Learning Payment £2 School Age Payment £250 Best Start Foods £4.25 per
Funeral Support Payment	 People on low incomes and receiving certain qualifying benefits 	 In delivery One off payment to help peop low income benefits with a contribution towards the cost funeral

Young Carer Grant – new benefit	 Young people aged 16 to 18 who do at least 16 hours of caring a week. 	 In delivery One-off payment of £300
Job Start Payment	 Financial support for 16- 24 year olds to help with the initial costs of starting work. 	 Spring 2020 One off £250 (£400 for those with children)
Scottish Child Payment	Low income families with children under 6 years old	 Autumn 2020 £10 per week, per child under 6 in low income households
 Disability Assistance for Children and Young People (new claims) 	 Under 18s needing additional care or with mobility difficulties 	• Summer 2020
Disability Assistance for Older People (new claims)	 Over state pension age with a physical or mental disability that necessitates support from a carer or supervision 	• 2021
Disability Assistance for Working Age People	 People aged under state pension age needing additional care or with mobility difficulties 	• 2021
Scottish Child Payment	Low income families with children under 16 years old	• 2022
Carer's Assistance	 People under state pension age providing more than 35 hours care a week to a person receiving particular disability benefits 	• 2022

•	Winter Heating Assistance	 Eligible older people in Scotland who receive another type of payment from us 	•	Winter 2021	
•	Cold Spell – Winter Heating Assistance	•	•	Winter 2021	

www.socialsecurity.gov.scot

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Welfare Reform Outcome Focussed Plan - Draft Indicators - Lisa Buck

The draft paper showing the five indicators, was circulated prior to the meeting.

LB said the information contained in this paper, should be how NHS Health Boards support patients, as well as NHS staff.

- The number of NHS employees recruited with long term health conditions or in receipt of working age benefits.
- The number of people, in 'priority families' employed by the NHS (Every Child, Every Chance, identified by families that have a higher than average risk of child poverty).
- The number of Fair Work contracts agreed by NHS.
- The number of social welfare advice services embedded/integrated into the NHS services.
- The number of routine enquiries of money worries (midwifery, secondary care in patients).

LB distributed a list of comments already received from Noreen Shields (NHS GG&C), Linda Leighton-Beck (NHS Grampian), Margaret Brown (NHS Highland), Gillian Lindsay (NHS Lanarkshire) and Pegs Bailey (Fife Voluntary Action).

LB asked for comments on this paper to be sent to her, which **LB** will then forward to Kate Burton/Martin Taulbut.

LB/AII

Actions from meeting on 19th September 2020

DB will talk with a senior representative from Health and Social Care regarding young people, families and those with addictions. (Page 2)

NHS Lanarkshire have developed a toolkit which looks at different health topics, as a starter and use of this toolkit has received a good evaluation. **AA** will share the evaluation of this pilot, which took place in the Motherwell area. (Page 3)

DB

AA

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AG will contact Allison Barnes and Kevin Duffy to talk at NHS Fife to emphasise on the importance of financial education for young people. (Page 5)	AG		
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Burton/Martin Taulbut. (Page 10)	LB/AII		
LB asked everyone to share Social Security Scotland information as contained in their update, of the new devolved benefits with their Boards. (Page 10)	All		
A.O.C.B.			
LB advised the group that she is resigning as Chairperson and asked for volunteers from the group to chair. It was agreed by the group that if no one was forthcoming to take on the Chair role, that there			
would be a rolling Chair			
Items suggested for the next agenda are:-			
• ESA			
Health and Work Support Service – Wendy Third			
Health and Work Review – Roddy Duncan			
Lanarkshire App (My Life/My Money) – Gillian Lindsay			
DONM Thursday 14 th May 2020, time t.b.c., Room 5.5, NHS Health Scotland, Meridian Court, 5 Cadogan Street, Glasgow.			

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