

**NHS Welfare Reform Health and Employability Forum
Local Updates
5th September 2019**

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

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.

Outcome Focussed Plan – papers and reports sent to Alison in response to a request from Kate Burton for updates for the HIDG in June this year.

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.

Financial Inclusion Referral Pathways Briefing Sessions for Early Years – These are now complete in South Ayrshire - Health Visitors, Family Nurses, Safeguarding Midwives, Children and Families and Disability Social Work Teams attended (in total 93 staff). Social Security Scotland Relationship Lead and Home Energy Scotland along with local Money Advice Service presented. This evaluated very well. Each Team have been given a unique code to use when referring a family and monitoring of income maximisation/financial gain will be reported annually and as part of the Child Poverty Action Plan Report.

In North Ayrshire 60 Health Visitors and Early Years staff will receive similar Briefing Session at a protected learning event on the 19th August

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.

There is a lot of partnership work ongoing in the three Community Planning Partnerships (Senior Public Health representatives on East, North and South Ayrshire CPPs) in relation to the Ayrshire Growth Deal: *“More than £250 million **growth deal** set to bring jobs and opportunity to the **Ayrshire** region for years to come”*.

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.

Figures for Best Start Grant uptake at 31 May - East Ayrshire £278,400, North Ayrshire £311,600 and South Ayrshire 174,250. Testing the Web2Print “Asking about money worries” the Health Scotland resource for HVs and Midwives.

NHS GGC Update

Employment & Health Team Staff Financial Wellbeing Project

Background

NHS Greater Glasgow and Clyde (NHSGGC) are committed to improving staff health. The Staff Health Strategy (SHS) has driven NHSGGC’s approach to workforce health since 2008, and this identifies Financial Inclusion as a priority work stream.

NHS GGC currently commissions and provides financial inclusion services for its patient population. These services are also available for staff but to effectively support staff there is a need to better understand the financial issues that staff are facing.

Project Aim

This project aims to reduce the negative impact on staff health caused by money worries, debt and financial insecurity and will:

- Explore staff issues related to money through the use of qualitative research methodologies.
- Develop basic training in money related issues for HR Triage Staff, Occupational Health Staff and Support and Information Staff to effectively support and offer onward referral to staff with money related issues.
- Develop a robust communications and marketing plan on money related issues and where to get help and support for staff.

Update

- An external research provider has been commissioned to carry out the qualitative research study. Staff and stakeholders are currently being recruited for interview.
- Initial engagement has been made with stakeholders in Human Resources, Occupational Health, Support & Information Services, Payroll and Staff Bank with a view to developing basic awareness training on money issues, support available and appropriate pathways for signposting.
- Mapping of the current online money advice information available to staff has begun, with a view to the development of a communications and marketing plan.
- Eighteen frontline HR staff have attended One Parent Families Scotland poverty awareness training.

Royal Hospital for Children Money and Debt Advice Service – Outcomes for Financial Year 2018/19

Source	Number of referrals	Repeat clients	Total amount of client financial gains	Total amount of debt (non-housing) managed for clients	Total amount of debt (Housing) managed for clients	Total amount of Council Tax arrears under negotiation	Average financial gain
2018/19							

Q1	101	80	£795,748 .57	£86,701 .65	£142,72 1.69	£12,38 1.69	£7,878 .00.
Q2	112	83	£709,050 .03	£87,834 .64	£134,21 5.20	£30,30 4.12	£6,334 .22
Q3	119	82	£504,677 .30	£58,241 .76	£88,872 .72	£4,328 .00	£5514. 00
Q4	140	56	£560,590 .15	£49659. 79	£53776. 56	£1239 5.40	£5495. 81
Total	472	301	£2,570,0 66.05	£282,43 7.84	£419,58 6.17	£59,40 9.21	

A total of 472 new referrals were made during 2018/19 with total financial gains including debt of £3,331,499.27 and individual gain of £7,058.26 and financial gain only £2,570,066.05, with individual gain of £5,445.05.

During Q1 of 2019/20 there were a total of 136 referrals to the RHC Money Advice service with financial gains below:

Total amount of client financial gains	£507,971.54
Total amount of debt (non-housing) managed for clients	£43,342.91
Total amount of debt (housing) managed for clients	£60,200.00
Total amount of Council Tax arrears under negotiation	£11,500.00

Special Needs in Pregnancy Maternity Matters – Money Advice

During 2018/19 there were a total of 259 referrals made to the SNIP's money advice service with total financial gains of **£500,324.39.**

During Q1 of 2019/20, a total of 64 referrals were made to the SNIP's money advice service with total financial gains of **£187,579.40**

Neonatal Expenses Fund

The NEF is a universal entitlement to all families with a baby in NICU. The largest amount of claims were related to meals and subsistence followed by mileage and parking. To the end of Q4, the total amount claimed was **£56,756.77**.

Hospital site	Number of Families	Number of payments
PRM	93	226
RAH	72	185
QEUH	121	283
TOTAL	286	614

During Q1 of 2019/20, there were a total of 72 families referred to the NEF.

Healthier Wealthier Children

During 2018/19 there were a total of **431 referrals** with financial gains of **£4,809,385** for HWC (includes both HV & Midwife financial gains)

During Q1 of 2019/20, there were a total of 159 referrals to Healthier Wealthier Children.

Regional

During 2018/19 there were a total of **2129 referrals** to money advice with total financial gains of **£1,704,613.71** across Regional Directorate.

During Q1 of 2019/20, there were a total of 430 referrals to money advice with financial gains of **£332,728.98**.

North Sector

During 2018/19 there were a total of 542 referrals made from North Directorate to money advice services with a total financial gain of **£371,835.90**.

During Q1 of 2019/20, there were a total of 214 referrals to Money advice services with financial gains of **£188,648.46**.

South Sector

During 2018/19 a total of **850 referrals** were made by South Directorate with total financial gains of **£955,276.33**.

During Q1 of 2019/20 there were 286 referrals to money advice with financial gains of **£225,933.44**.

Clyde

During 2018/19 a total of 664 referrals were made from Clyde with a total financial gain of **£579,910.11**

During Q1 of 2019/20 there were a total of 179 referrals to money advice with financial gains of **£68,750.73**

To date for Q1, 2019/20, there have been 1310 referrals across Acute with total financial gains of : £1,511,612.55.

Across all NHSGGC Acute sites during 2018/19 there were a total of 5,347 referrals with total financial gains of £12,228,715.44.

A Primary Care and Employability - Action Plan Jan 2018 – March 2019 has been created and is monitored by the NHSGGC's Employment & Health Strategic Group

A Widening Access to NHS GGC Employment Position Paper November 2017 has been created in order to address employability issues within the board.

For more info ask Lisa Buck lisa.buck@ggc.scot.nhs.uk

NHS Highland Update

Welfare support advice in primary care settings

Highland Council's Welfare Support Team have started to deliver sessions (either weekly, fortnightly or monthly) in six GP practices across Highland. These are all outwith Inverness in order to reach into more rural areas.

Pension Credit

The Council's Welfare Support Team also highlighted the cessation of free TV licences for those aged over 75 unless in receipt of Pension Credit. This could provide a 'hook' to initiate

discussions with older people about pension credit (and potentially wider financial inclusion). We have started to analyse GP practice patients by age and socio-economic disadvantage in order to identify which practices to target. We have also received advice from Health Protection team who recommend targeting, not only flu clinics, but also flu appointment days.

We are also identifying other forums which could be used by the Welfare Support Team to reach older adults – eg the Sutherland Health & Wellbeing Hub Network.

Job Centre Plus Inverness –

Work is continuing with a health and wellbeing questionnaire with JCP work coaches, which gives them a structure to have a conversation and advise on support services clients can assess. Currently still being piloted, but has identified anxiety/stress and loneliness/isolation as the top concerns for clients so far.

NHS Lanarkshire Update

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

Routine Enquiry of Financial Inclusion by Health Visitors and Midwives

Routine enquiry of money worries is undertaken by both Midwives and Health Visitors in South Lanarkshire and where appropriate referral is made to Money Matters Telephone Advice Line.

In the reporting period April 18-March19 there was 980 referrals from Midwives (517) and Health Visitors (463) into the Telephone Advice Line, a 39% increase from the previous year, with 79% of families engaging with the service.

In the period April 18-Jan19, 14.6 % of referrals were for parents with a disability; 8.7% were referrals where the child had a disability; 43.5% were for lone parents; 5.2% for families with 3 or more children; 22% for families with Children under 1 year; and, 22.9% where for parents were under 25 yrs.

Health and Welfare Advice Hubs

Hamilton CAB continue to provide advice, support and representation at First Tier Tribunal to all people who have been referred to this service from health and social care settings. This service is provided at locality hubs and on home visits to people who are isolated in their communities due to their health conditions. Advice support and representation is offered over the whole range provided by Citizens Advice Bureau with particular regard to Benefits, Housing and Debt.

Highlights for 2018/19 include:

- 345 people were supported with 1562 different issues with 889 contacts (indicating the complexity of work)
- 83% of issues were social security related; 4% housing and 4% debt; 3% financial and charity support with 2/3 of these food bank referrals
- £647,800 of financial gain was achieved
- 259 /345 people state they have a disability; 205 unable to work due to ill-health / disability; 206 describe their disability as limiting daily life 'a lot'

Advice in Mind

This 3 year Big Lottery funded initiative providing targeted welfare support for people with or at risk of mental ill health has come to an end and an external evaluation of the project was commissioned to look at the impact of the service. This has shown positive outcomes for beneficiaries. See the report below.



2018-2019 AIM
Annual Project Repc

Money Worries App

Lanarkshire's Money Worries or Crisis App is being de-commissioned as of 5th August 2019. Outwith issues around gathering data, being able to update, and the high costs associated to this app, NHS Lanarkshire have commissioned another organisation to replicate the model already in place but will

now be known as “My Life My Money Lanarkshire” App. Communications will be shared across Lanarkshire colleagues to advise of this and help promote the new service. This will be available to download via Google Play or the App Store hopefully in the Autumn of 2019.

|NHS Lothian Update

- **Welfare advice provision review.** A review of welfare advice provision has been underway in Edinburgh for last 9 months and a roll out of the new strategy is underway. A more targeted approach is the aim.
- **Welfare in GP practices.** An increase in provision has occurred with practices in areas of highest deprivation gaining further provision. Six new practices now are providing provision where this was not present before. This has been supported under the primary care transformation plan/finances and is being supported closely with the link work network within GP practices.
- **Welfare provision within 4 localities.** There has been a move to provide welfare provision within each of the 4 localities in Edinburgh providing a more local accessible service.
- **Welfare provision in mental health settings.** Two full time advisors are in the process of developing a specific service for clients with mental health. Working closely with H&SC staff to target long and enduring patients. With the development of THRIVE (new open access door to mental health services) the advisors will be embedded within this provision too.
- **Welfare provision within drug and alcohol settings.** Two full time workers continue to provide this targeted provision of advice working closely with the recovery hubs in the four localities. Last year £750,000 financial gains were documented from this provision.

- **Welfare provision within midwifery services.** The loss of SLAB funding seen this service reduce to one full time worker from two. This service works closely with midwives and supports parents to access the new social security benefits and others.
- **Welfare in Schools.** Welfare provision within schools continues to expand.

	Number of Schools Engaged with¹	Number of Families Engaged with	Number of Appointments Attended	Client Financial Gain (£)
2017/18	10	124	288	494,429.03
2018/19	25	270	637	452,194.47 ²
Totals		394	925	946,623.50

¹ – Engagement varies from ‘one off’ advice to regular weekly sessions

² – Financial Gains for 2018/19 will be incomplete as some outcomes still pending.

- **Welfare provision in Hospitals.** We continue to provide welfare advice within the Western General Hospital, Royal Infirmary Edinburgh and the Royal Edinburgh. We are in the process of procuring a full time worker for the new Sick Kids Hospital. This will be a new provision.
- **Pension Credits pilot.** We will test out two different models of provision targeting older people to identify those who are not claiming pension tax credits. This will allow them to get their free TV licence!! Obviously full benefit checks will be done also. This is being done with firstly a GP practice providing a specific advisor for this service who will work with a general welfare advisor already embedded in the practice while the flu vaccines are taking place. The second test will be working with the vaccine team to look at those stuck at home and receiving their flu vaccines at home. Working closely with these teams the advisor will carry out appropriate benefit checks.

- **Review of council advice provision.** This is separate to the above provision and will target different areas such as homeless services. The outcomes of this are not yet known. A push to have the council provision accredited to the Scottish advice standards is underway. This is not the case at present.
- **Maximise!** A new service which has been underway for the last two years testing out welfare advice provision in schools and building on this to provide a holistic service providing family support and employability is now rolling out across the city. Following a year pilot of this holistic provision in a school cluster in SE Edinburgh we have received funding to provide a Maximise! Service in one school cluster per locality. This will cover roughly 20 schools in the most deprived areas of Edinburgh. This is a partnership project with CHAI, Children 1st, EH&SCP, Capital City Partnership working closely with 1 in 5 programme run by the Edinburgh city council. A team of 12 workers have just been employed to begin this provision.