



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	29 January 2020
Agenda Item	9
Title	Talking Points Implementation Update
<p>Summary</p> <p>This report provides an update on the implementation of the Talking Points arrangements that commenced in May 2019.</p>	
Presented by	Candy Millard Head of Adult Health and Social Care Localities
<p>Action Required</p> <p>The Integration Joint Board is asked to note and comment on the implementation of Talking Points.</p>	
<p>Implications checklist – check box if applicable and include detail in report</p> <p> <input checked="" type="checkbox"/> Finance <input type="checkbox"/> Policy <input type="checkbox"/> Legal <input type="checkbox"/> Equalities <input type="checkbox"/> Risk <input type="checkbox"/> Staffing <input type="checkbox"/> Directions <input type="checkbox"/> Infrastructure </p>	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

29 January 2020

Report by Chief Officer

TALKING POINTS IMPLEMENTATION UPDATE

PURPOSE OF REPORT

1. This report provides a 6 month update on the implementation of the new Talking Points arrangements that commenced in May 2019, as requested by the IJB.

RECOMMENDATION

2. The Integration Joint Board is asked to note and comment on the progress made in the implementation of Talking Points.

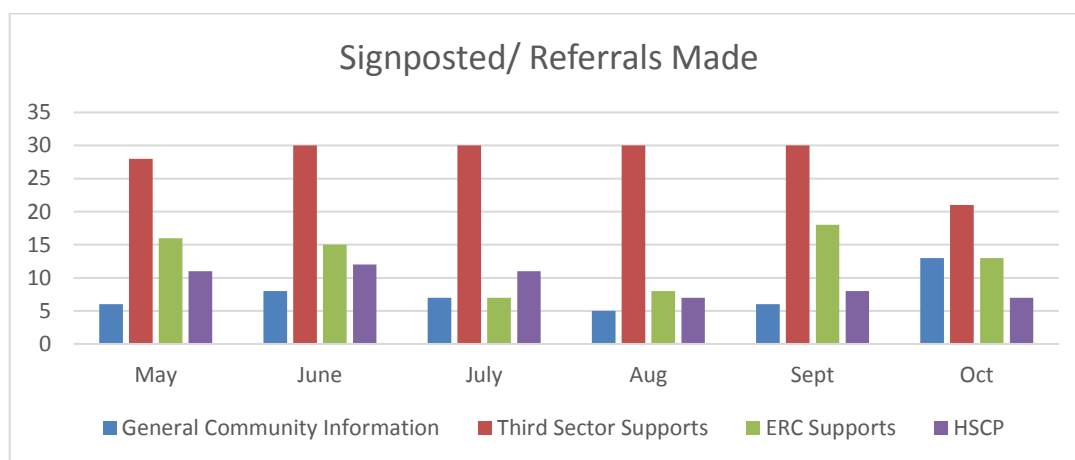
BACKGROUND

3. In May 2019 the IJB received a report on the development of Talking Points '*places in your community where you can come along and get information, support and advice about adult health, wellbeing and community activities going on where you live*'. The report outlined the plans to implement Talking Points developed by the Talking Points partners.
4. This included third sector partners taking a lead role in Good Conversations at each Talking Point. Good Conversations are structured, asset based discussions that enable people to identify what matters to them and to develop a plan that supports them to achieve their outcomes, rather than slotting them into services. This could include signposting to a local group the person is interested in, a different way of doing things, an opportunity to be involved or lead to more advice from the HSCP staff available. East Renfrewshire HSCP Initial Contact Team would support with more complex discussions and any statutory/protective issue, using agile equipment if necessary add a referral in 'real time'.
5. Each person could take record of the key point of their Good Conversation on the Talking Point paperwork. At the end of the Good Conversation the person is asked if they are happy to receive a call them back in 4-6 weeks for an update, enabling Talking Points to gather qualitative data on whether they have met their personal outcomes, as well as offering the person a further Talking Point appointment if required.
6. A series of fixed and pop up Talking Points were planned by partners. ERC Communications Team supported the development of a communications strategy for Talking Points. This included poster advertising campaign, press releases, and social media.

REPORT

Data from May – Oct 2019

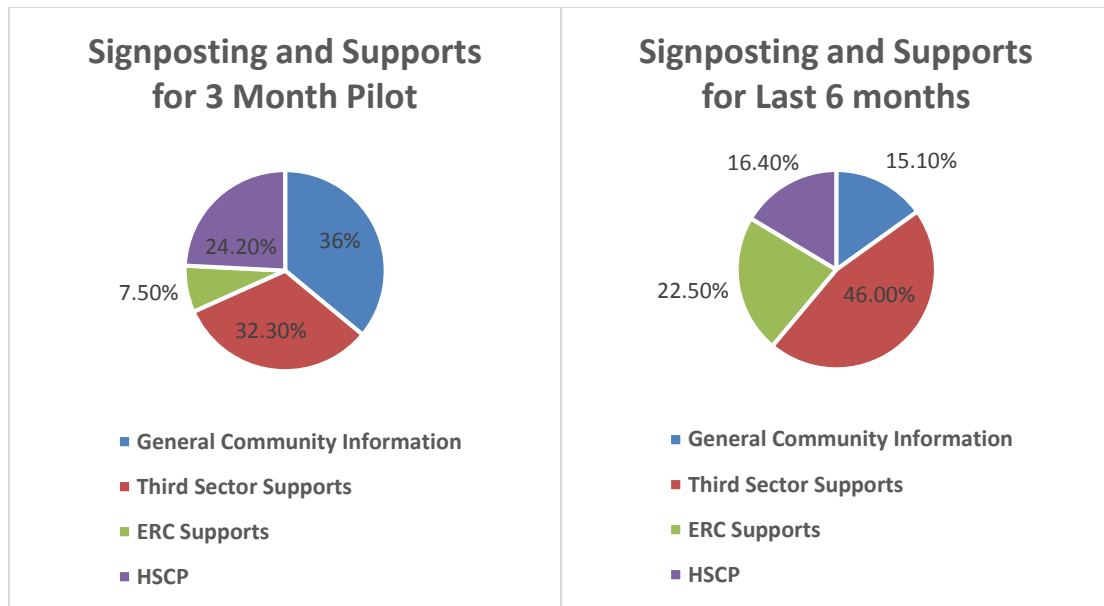
7. During the 6 month period from May 2019 until October 2019, 69 Talking Points took place across East Renfrewshire and led to 590 good conversations. The majority of conversations resulted from linking talking points to existing group activities, walk-ins, 3rd sector referrals and a social media campaign. (Talking Points Facebook posts reached over 11,000 people in August – October). Less than 5% of attendances were a direct referral from HSCP staff.
8. Of those people who were signposted /referred to other supports the majority were linked to third sector organisations, with very few (just over 15% requiring HSCP supports). A list of the types of support/referrals appears below with the most frequent in bold.



Supports Referred/Signposted to:

Advocacy project	Councillor Info	Historic Scotland
Age Concern	Culture and Leisure	Housing
Alzheimer's Scotland	Driving Miss Daisy	HSCP (Various)
Care and Repair	ERDA	Impact Arts
Carers Centre	Falls Prevention	Include me 2
Chair Based Exercise	Further Education	Kirkton Service
CTER Afternoon Teas	Helping Hands	Local Area Coordinators
Long Term Conditions Group	Neilston Development Trust	SDS Forum ER
Macular Degeneration Support	Occupational Therapy	Shopping Buddies
Market Place	Outside the Box	Singing for the Brain
MART Team (Blue badge & Benefits checks)	Parkinson's Support	Technology Enabled Care
Men's Shed	Recovery Across Mental Health	Voluntary Action/ Market Place
Motability Scheme	Roads Department	Walking Groups
Mybus	SDS Assessment (HSCP)	Wee Red Bus

9. The main changes from the 3 month pilot has been a reduction in requests for general community information and an increase in referrals to Council services, the majority of these are for Money Advice and Rights Team .



10. Qualitative feedback has been positive about both the experience of attending a talking point and the support received. A sample of responses will be shared at the IJB meeting.

Plans for 2020

11. The partners have undertaken analysis of throughput at the various Talking Points venues used in 2019 along with feedback from people attending and partner organisations and used to inform the template for the next twelve months of Talking Points in the community.
12. They have agreed to have a number of fixed talking points at the most popular/accessible venues. These include the two health and care centres, Barrhead and Mearns Market Places and Giffnock Library.
13. In addition there will be monthly themed talking points each led by a different partner
- Mental Health – RAMH (Recovery Across Mental Health)
 - Money/ Training – MART (ERC Money Advice and Rights Team)
 - Additional Support Needs – Local Area Co-ordinator
 - Alzheimer's awareness – Alzheimer Scotland
 - Social Isolation and Volunteering – Voluntary Action
 - Carers Support – Carers Centre
 - Fire & Police – Both Forces
 - Housing – Care and Repair/ Barrhead Housing
 - Fitness and health – ER Culture & Leisure
 - Employability and Learning – To be confirmed
 - Prostate Cancer – MacMillan Cancer Support

CONSULTATION AND PARTNERSHIP WORKING

14. Health Improvement Scotland ihub recently developed a case study of the East Renfrewshire Talking Points Partnership as an example of collaborative working across the third sector and beyond (attached as appendix to report). It found that the partnership has enabled the building of strong relationships across a diverse sector. This is driving improved choice and control for individuals in accessing services and support to meet their health and wellbeing needs

IMPLICATIONS OF THE PROPOSALS

Finance

15. As agreed at the last Integration Joint Board, a budget is given to Voluntary Action East Renfrewshire by HSCP to facilitate Talking Points training and support for volunteers. Additional carers work will continue to be funded through Carers Act implementation funding.

CONCLUSIONS

16. This report provides an update on the work undertaken by Community Led Support partners over the last 6 months to implement Talking Points as 'places in your community where you can come along and get information, support and advice about adult health, wellbeing and community activities going on where you live'. It provides details of the good conversations signposting and referral activity and partnership working. The report also sets out partner and local priorities for future Talking Points,

RECOMMENDATIONS

17. The Integration Joint Board is asked to note and comment on the progress made in the implementation of Talking Points.

REPORT AUTHOR AND PERSON TO CONTACT

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BACKGROUND PAPERS

IJB Paper: May 2019: Talking Points Implementation
<https://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=24317&p=0>

IJB Paper: 26 September 2018: Talking Points (Community Led Support)
<https://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=23087&p=0>

IJB Paper: 17 February 2018: Locality Development
<http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=16135&p=0>

East Renfrewshire Talking Points Partnership: A Community Led Support Case Study

The Talking Points Partnership is an example of collaborative working across the third sector and beyond.

The partnership has enabled the building of strong relationships across a diverse sector. This is driving improved choice and control for individuals in accessing services and support to meet their health and wellbeing needs

This casestudy outlines the background to Talking Points in East Renfrewshire, and the role and membership of the partnership.

It also provides insight into where the Talking Points Partnership is making a difference.



“

“If you turn up from the money advice team you’re not from money advice anymore – you’re from Team Talking Points...”



Talking Points in East Renfrewshire

East Renfrewshire Health and Social Care Partnership (HSCP) began their Community Led Support journey in 2016 with a view to move from traditional day service provision for older people to enabling access to more local, personalised and flexible services.

As part of this approach Talking Points have been established across East Renfrewshire as places where people can go to have a good conversation about their health and wellbeing within their own community and can be directed to services and support that best meet their needs. Talking Points are staffed by third sector organisations with support from social work services.

A Talking Points Partnership was created to bring together the third sector across East Renfrewshire to support the development and coordination of Talking Points.

Lots of big, small, formal,
informal support organisations

From a diverse, fragmented sector...



Talking
Points
Partnership

...to a collaborative network.

The Talking Points Partnership

The Talking Points partnership consists of over 50 local organisations and representatives from the statutory sector. A Talking Points coordinator employed by the HSCP supports development and coordination of the partnership.

The partnership aims to promote better collaboration across its membership, to develop staff capacity to have good conversations and to build knowledge on services and supports available within the community. Information is shared across the partnership via a regular newsletter.

Representatives from the partnership meet regularly to share learning and coordinate activity. This includes to:

- plan Talking Points hubs,
- identify improvement opportunities, and
- develop and implement data collection

Membership

Membership ranges from commissioned and non-commissioned service providers, small businesses and advice organisations. This includes:

- East Renfrewshire HSCP
- Voluntary Action East Renfrewshire
- East Renfrewshire Carers Centre
- Recovery Across Mental Health (RAMH)
- Care and Repair

Members benefit by the opportunity to be part of Talking Points, to share information about services they provide and networking with other local organisations.

Membership is continually growing and is open to all organisations offering a service to a community in East Renfrewshire. A key priority is to increase membership from the HSCP to improve connections and develop a larger role for the statutory sector.



Alan Stevenson - Talking Points Coordinator



“ My role is to ensure that the community led support agenda is used to allow people to achieve their goals by having good conversations and really getting into the depths of their needs and helping them achieve their outcomes’

The Talking Points Coordinator is a new role developed by East Renfrewshire Health and Social Care partnership and I have been in post since summer 2019. However, my involvement and interest in community led approaches extends way beyond this. My most recent role was as a community capacity builder, I have also worked for local third sector organisations and have been involved in many projects and initiatives that all have partnership and community at the centre.

The vision for the Talking Points Partnership is for it to grow. I am enthusiastic about the potential to develop a network that can facilitate access to any support available that a person might want. This includes links with statutory services, advice services, volunteer groups in all areas across the region. What we want is this wonderful, big, all seeing eye.

“I have been trying so hard, for so long not to use buzzwords – really what we are trying to do is make people happy, joyous and fulfilled”

There are plans to begin using the information gathered at Talking Points about what matters to people to inform where there are gaps in services. We would like to find out what issues are impacting people in different areas to help focus our resources. Also, as different communities have different needs I am developing ways to create bespoke Talking Points that can be led by the needs of a community.

At the heart of Talking Points is the collaborative partnership between all partners involved across all sectors. We could never have come this far without the belief in the process of community led support and the willingness of all organisations in giving their time and support. This is not only to physically attend the Talking Points but also to be involved in all steps of the decision making and planning processes.

I hope that we can instil a positive drive and belief in the Talking Points approach with staff across the HSCP and reinforce the view that we can achieve so much more by working together. Through the Talking Points partnership working in collaboration with HSCP staff we can build the courage to construct new ways to support our communities. This is very much what community led support is all about – finding innovative solutions to support health and wellbeing that best meet people’s needs.



“If one of our clients phones and it’s something we can’t help with, through meeting all the other organisations, I know who to pass them on to. Now I know the services personally”

Charlene Cameron, Care and Repair

Building Confidence and Trust

Third sector staff report increased confidence to have good conversations with people and to offer information and sign-posting outside their area of expertise. Partnership working has developed trust across organisations and recognition of shared values.

Better Collaboration

The networking opportunities provided by the partnership has facilitated conversations between organisations around how they can collaborate and offer joined up support for people within a preventative space.

Increased understanding

We have a much clearer understanding of who is offering what across East Renfrewshire

Ruth Gallagher
Voluntary Action East Renfrewshire

Diversity and Inclusion

A diverse membership of the partnership has enabled Talking Points to reach across communities. With representation from different cultural and religious groups there is greater knowledge of needs and assets within these communities.

Feeling Valued

Our role is recognised more as being valued (by statutory services), we’ve got a much more professional footing

Mark Mulhearn
Carers Centre Manager

Creativity and Innovation

As membership of the Talking Points partnership grows new partners bring new ideas to the table and new opportunities to reach people by hosting Talking Points in different community spaces.

Impact on people

The increased awareness and confidence in the wide range of services and support available in the community has created more flexibility and ‘thinking outside the box’ when working with individuals and is enabling staff to identify creative solutions that better meet need.