



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	1 May 2019
Agenda Item	11
Title	Talking Points Implementation
<p>Summary</p> <p>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 new Talking Points arrangements that will commence in May 2019.</p>	
Presented by	Candy Millard Head of Adult Health and Social Care
<p>Action Required</p> <p>The Integration Joint Board is asked to note and comment on the progress made in 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**1 May 2019****Report by Chief Officer****TALKING POINTS IMPLEMENTATION****PURPOSE OF REPORT**

1. 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 new Talking Points arrangements that will commence in May 2019.

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 September 2018 the IJB received an update on the development and testing of the Community Led Support approach, including the development of 'Talking Points', an approach to support people to access information, early intervention and prevention support in the community. Talking Points '*are 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*'.
4. The report also outlined plans to implement Talking Points as part of the wider Adult Health and Social Care Localities Initial Contact redesign. This report provides an update on the work undertaken by Community Led Support partners over the last 6 months and gives details of the new arrangements as of May 2019.

REPORT

5. Since the last report to the Integration Joint Board, twenty one Talking Points were held between October and December 2018 at various locations across East Renfrewshire. 124 people attended with only 6 requiring referral to HSCP for further assessment.
6. A further development day was held in January to review results of the previous 3 months Talking Points and develop plans for moving forward. The partners established 4 workstreams to look at communications, talking points paperwork, third sector & community involvement, and practical arrangements moving forward. This work took place between February and April 2019.
7. Separate planning work with the Carers Centre focused on their role in carrying out Carers Support Plans on behalf of the HSCP as 'Trusted Assessors'. The Carers Centre will undertake support planning for adult carers requiring moderate to low input, and will engage with HSCP staff for those requiring significant input. A devolved budget

of £5000 can be used by the Carers Centre to facilitate small 'one off' payments to a maximum of £200 as part of the support plan. For carers with more complex situations the Carers Centre will continue their work with the carer in partnership with HSCP locality social work staff who will undertake the Adult Carers Support Plan taking into account the cared for person's circumstances.

8. ERC Communications Team has supported the development of a communications strategy for Talking Points. This includes poster advertising campaign, press releases, and social media. A collection of 'Good news' stories are being filmed and will be screened in various sites throughout East Renfrewshire as well as appearing on social media.
9. Dates have been agreed for next three months of Talking Points, this will see an increase from 21 (October - December 18) to 52 (May - July 19). Partners have agreed staffing, times and venues across East Renfrewshire.
10. Anyone attending a Talking Point is welcomed by a 'Greeter', normally a community volunteer, before being introduced to a third sector partner who engages in the Good Conversation. 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 may 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 Social Worker available. The important thing is that the person is able to think about their situation without the need to answer lots of questions that may feel irrelevant or intrusive. A copy of the process appears as an appendix to this report.
11. The salient point of the Good Conversation is recorded on the Talking Point paperwork which the person can take away with them as a prompt. 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. The call back allows 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.
12. It has been agreed that HSCP staff will deliberately undertake a supportive role only if required, as the ultimate aim of the Talking Point is to be a community support provided by the community for the community, hence third sector partners take the lead at the Talking Points. East Renfrewshire HSCP social work staff are present at all Talking Points to support with more complex discussions and any statutory/protective issues. Agile equipment allows social work staff to access all information on the CareFirst system and if necessary add a referral in 'real time'. Similarly, if the person wishes to meet with a social worker, this can be arranged at their local Talking Points instead of the person having to come into either of the Health & Care Centres. The service offered by HSCP staff at the Talking Points replicates the service to be offered via the Initial Contact Team at the Health and Care Centre.
13. HSCP Initial Contact Team processes reinforce the use of Good Conversations and referral to Talking Points. The Initial Contact Team will have a responsibility for managing the Talking Points generic mailbox and updating the Talking Points Facebook page with Talking Points dates and venues and answering any queries posted on this site.

CONSULTATION AND PARTNERSHIP WORKING

14. The Talking Points Core Group consists of 12 cross-sector partners; Voluntary Action East Renfrewshire, Carers Centre, Care & Repair, Recovery Across Mental Health, East Renfrewshire Disability Alliance, Enable Scotland, HSCP, ERC Communications Team, Self-Directed Support Forum, Neilston Development Trust, East Renfrewshire Culture & Leisure Trust/Libraries, and Community Volunteers.
15. The purpose of the Talking Point Core Partners Group is to analyse, evaluate and develop the implementation of Good Conversations and Community Led Support, whilst offering support to the membership, some of whom are community volunteers. Using the data from previous Talking Points, the Core Group identify recurring themes of support relating to specific communities in East Renfrewshire and ensure the right Talking Points partners are available at future Talking Points within this area.
16. The group invites a speaker from a Community Resource to each meeting to enhance all partners understanding of what is available and to inform that group/ organisation of the aims and objectives of the Talking Points.
17. In addition to the Talking Points Core Group, approximately 40 community based organisations that cannot commit to being part of Core Group are kept informed of Talking Points developments.

IMPLICATIONS OF THE PROPOSALS

Finance

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

CONCLUSIONS

19. 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 new Talking Points arrangements that will commence in May 2019.

RECOMMENDATIONS

20. 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: 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>

Talking Points Good Conversations Process
is about people having the right conversation with the right person at the right time.

We want the person they choose to speak with to feel confident in guiding them through a simple conversation which will help them to make plans for the future. This conversation may result in you 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 Social Worker available... or something in between.

The important thing is that the person is able to think about their situation without the need to answer lots of questions that may feel irrelevant or intrusive. If they choose, the person will go away with a record of the conversation and a plan to build on.

Stage one: What I want to happen and what "better" looks like

You will confirm if they want a record of the conversation to take away with them and which format is best e.g. email , paper copy, You will support conversation that may describe...

What matters to the person or the person they are concerned about? "What's important to them?" What is important *for* them? "What does "well" look like?" "What do you want to be different?" "How do you want your life to be?"

Stage two: The resources and potential resources that could help make a difference

If the person chooses to have a record of the conversation you will enquire as to the best way to do this stage for them e.g. the Conversation Record Paper work or the Accessible resource wheel which can be photographed and wiped clear later. You will support conversation that may describe

What the **person** can tap into from their own experience, skills, interests and resources. The other **people** they might involve or connect with. Where they might go that give opportunities. The **places** they might go that offer opportunities. What is needed to fill the gaps – the **public and paid** resources they have or might look to access?

Stage three: The action plan

You offer to help the person write up a plan that describes

What is possible and obvious from the conversation; the resources discussed; who will or could be involved; what will be done or tried; and who will do what and when?

Stage four: The Returns Sheet

You will complete the returns sheet at the end of each Talking Point.

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