



<b>Meeting of East Renfrewshire Health and Social Care Partnership</b>	Integration Joint Board
<b>Held on</b>	26 September 2018
<b>Agenda Item</b>	8
<b>Title</b>	Talking Points (Community Led Support)
<p><b>Summary</b></p> <p>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. The report also outlines plans to implement Talking Points as part of the wider Adult Health and Social Care Localities initial contact redesign.</p>	
<b>Presented by</b>	Candy Millard, Head of Adult Health and Social Care Localities
<p><b>Action Required</b></p> <p>IJB members are asked to:</p> <ul style="list-style-type: none"> <li>▪ note and comment on the development and testing of Community Led Support</li> <li>▪ approve the full scale implementation of Talking Points as part of the wider Adult Health and Social Care Localities initial contact redesign.</li> </ul>	
<p><b>Implications checklist – check box if applicable and include detail in report</b></p> <p> <input type="checkbox"/> Finance / Efficiency    <input type="checkbox"/> Policy    <input type="checkbox"/> Legal    <input checked="" type="checkbox"/> Equalities  <input type="checkbox"/> Risk    <input type="checkbox"/> Staffing    <input type="checkbox"/> Property/Capital    <input type="checkbox"/> IT </p>	

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**EAST RENFREWSHIRE INTEGRATION JOINT BOARD**

**26 September 2018**

**Report by Chief Officer**

**TALKING POINTS (COMMUNITY LED SUPPORT)**

**PURPOSE OF REPORT**

1. To update the IJB 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. The report also outlines plans to implement Talking Points as part of the wider Adult Health and Social Care Localities initial contact redesign.

**RECOMMENDATION**

2. IJB members are asked to:
- note and comment on the development and testing of Community Led Support
  - approve the full scale implementation of Talking Points as part of the wider Adult Health and Social Care Localities initial contact redesign.

**BACKGROUND**

3. In February 2016 the Integration Joint Board endorsed a new Community Led Conversations (later Community Led Support) approach promoted by Scottish Government and national improvement leads. The HSCP agreed to be one of the three partnerships to participate in the first wave of the programme testing the approach in an integrated environment with support from the National Development Team for inclusion (NDTi).

4. Since 2016 the HSCP (supported by NDTi) has been working with local people, community groups and organisations in the voluntary sector to redesign the ways in which people access support based on the Community Led Support Programme principles and key components:

- **Coproduction** brings people and organisations together around **a shared vision**
- There is a focus on **communities**
- There has to be a culture based on **trust and empowerment**
- **People** are treated as equals
- **Bureaucracy** is the absolute minimum
- People get **good advice and information** that helps avoid crisis
- The system is responsive, proportionate and **delivers good outcomes** programme

5. In partnership with Voluntary Action East Renfrewshire and East Renfrewshire Carers the HSCP has been developing and testing Talking Points in a series of locations across localities.

## REPORT

### Testing and Development Activity

6. NDTi were commissioned to provide specific support to East Renfrewshire and have facilitated community events, undertaken training, and facilitated workshops with social work managers and business support teams, mapped processes, evaluated the approach and acted as a critical friend. NDTi have also facilitated networking sessions with other Community Led Support sites across Scotland and the UK. Partners from East Renfrewshire attended national events to learn from other areas implementing Community Led Support and to present and receive feedback on the Talking Points approach.

7. Outreach activity has been undertaken to engage community organisations in the development and testing of Talking Points and to ensure capacity is available for increased referrals. Processes for recruiting and training volunteers to act as an initial point of contact at Talking Points has been developed over the testing phase.

8. Talking Points are underpinned by 'good conversations', 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. Good conversation training has been developed by local partners based on original materials provided by NDTi. Person-centered planning tools have been developed and staff supported in their use. This included records of good conversations and outcome planning documents.

9. HSCP Business Support were keen to make better use of existing skills and develop new approaches, making them better placed to provide the information when people phone or come into HSCP buildings seeking support. Collaborative planning sessions developed an action plan to support these staff with effective signposting to Talking Points and other partners.

10. Live testing included events at a variety of community groups and venues as well as within the Eastwood Health and Care Centre. During 2017 people waiting for an assessment identified as suitable for Talking Points were invited to attend an appointment at a local venue.

VENUE	MODEL USED
Duff Hall Busby	<ul style="list-style-type: none"> <li>✓ Fixed Appointments from SW Waiting List</li> <li>✓ Attached to existing Memory Lane Community Group</li> <li>✓ Drop in</li> </ul>
Barrhead St Andrews Church Hall	<ul style="list-style-type: none"> <li>✓ Fixed Appointments from SW Waiting List</li> <li>✓ Attached to existing Memory Lane Community Group</li> <li>✓ Drop in</li> </ul>
Eastwood Health & Care Centre	<ul style="list-style-type: none"> <li>✓ Fixed Appointments</li> <li>✓ Drop in</li> <li>✓ Attached to Community group on one occasion</li> </ul>
Voluntary Action Barrhead	<ul style="list-style-type: none"> <li>✓ Fixed Appointments from SW Waiting List</li> <li>✓ Attached to existing Community Group</li> <li>✓ Drop in</li> </ul>
Neilston Library	<ul style="list-style-type: none"> <li>✓ Fixed Appointments from SW Waiting List</li> <li>✓ Attached to existing Community Group</li> <li>✓ Drop in</li> </ul>

11. Many outcomes were found to be achievable without requiring HSCP services, for example through signposting and referrals to community groups, third sector provision or telecare. Feedback from people attending Talking Points has been positive. People value the relaxed environment and ease of conversation with the ability to access a range of support in one place.

### Moving to Implementation

12. As part of the Fit for the Future Redesign the HSCP has appointed an Initial Contact Manager, part of whose role is to be the HSCP lead for Community Led Support, developing and implementing the Talking Points approach across Localities. The Initial Contact Manger will also oversee the single point of access for all new referrals and contacts for Adult Health and Social Care Locality Services.

13. A two day planning session was held on 17<sup>th</sup> & 20<sup>th</sup> August, with HSCP, Recovery Across Mental Health (RAMH), Voluntary Action East Renfrewshire (VAER) and Carers Centre staff. The partnership group explored how we build on the testing and development activity that has taken place.

14. The group felt that whilst there is an understanding amongst the partnership of what we are working towards, there still appears to be some confusion for the public in respect of the language we use. Based on this the group decided that Talking Points will be described as: *Talking Points are places in your community where you can come along and get information, support and advice about adult health, social care and community activities going on where you live.*

15. The aim through time is that Talking Points will be invited to existing community groups/activities; this 'pop up' approach will allow greater reach and opportunities for earlier intervention. The first phase of the implementation is for five Talking Points per month to take place at the following locations:

- Barrhead Health and Care Centre
- Eastwood Health & Care Centre
- Busby /Eaglesham – Busby Hall/Montgomery Hall
- Newton Mearns – Library/Mearns Kirk Church
- Clarkston

16. The frequency of Talking Points at each location will be reviewed over time dependent on demand.

17. All partners involved in the planning days will be present at each of the above Talking Points with our third sector partners being responsible for being the first contact for those attending the Talking Points, in the form of a volunteer welcoming/greeting and commencing the Good Conversation and East Renfrewshire Carers colleagues available for advice, information and planning support.

18. The group agreed that irrespective of who you talk to or at what stage in your journey, Good Conversations will be standard practice. Ongoing joint training will support staff and partners in undertaking good conversations. The key components in commencing a Good Conversation are:

- Identifying what is most important issue for the individual
- What is stopping them from achieving this
- Identifying what personal assets they have to help them achieve this
- Identifying and signposting to existing community led supports that could help achieve their outcomes

19. Work is underway to get the appropriate processes in place that combine the recording of the good conversation and outcome of a Talking Point appointment in an accessible and person-centred format; and the gathering information required by mandatory Scottish Government data returns and for future service planning and development. This includes exploring the development of a secure electronic referral route from our community partners.

## **FINANCE AND EFFICIENCY**

20. Wide scale implementation of the Community Led Support approach will require some investment as well as incorporating the structural changes through the 'Fit for the Future' re-design for internal HSCP budgets and staffing structures.

21. A small amount of one off funding will be required to provide the necessary information materials and to ensure that Talking Point and HSCP front doors are accessible and welcoming, reflecting our commitment to working together and the good conversation approach. Work is underway to determine whether further investment is required in the call handling capabilities of the telephone system within the Health and Care centers.

22. In addition, resource committed to Voluntary Action from the Integrated Care Fund to support the development of Talking Points should be confirmed as an ongoing commitment to fund management of volunteers. Funding to East Renfrewshire Carers will be agreed as part of the Carers Act Implementation separately reported to the IJB.

23. Testing Talking Points indicates that the approach increases efficiency through reducing the time for supports. Much of the funded support has been focused on prevention with the intention of reducing the levels of crisis intervention in the future thereby reducing long term cost to the HSCP. Due to the small scale and changing nature of the Talking Point test of change, we are unable to model efficiency savings with accuracy. However, as we move to mainstream the approach, we will implement more robust recording and data that will enable us to evaluate, review and report in the future.

## **CONSULTATION AND PARTNERSHIP WORKING**

24. In 2016 we held a series of conversations around East Renfrewshire about creating new ways of working in communities. Local people contributed information and suggestions and got involved in planning for Community Led Support.

25. Initially there was a Steering Group established with cross sector and community membership, interested parties were involved in a range of working groups to design the way forward. As the programme developed the governance arrangements changed to a weekly Talking Point Implementation Group. The group included ER Carers, SDS Forum, ER and VAER.

## **IMPLICATIONS OF THE PROPOSALS**

### Equalities

26. The Community Led Support (Talking Points) approach to engagement has considered the particular needs of different equality groups and worked to include their voices. VAER will continue to deliver a programme of on-going community led engagement with support from CEMVO.

## CONCLUSIONS

27. This report gives an overview of the activities undertaken to develop and test Talking Points to date. It proposes a programme of work to implement Talking Points in order to build on the benefits identified in the development and testing phases:

- Offers a person centred approach to those seeking advice/support
- Provides quicker access to appropriate supports
- Offers volunteering opportunities for ERC residents
- Increases capacity through partnership working
- Does not pull people into unnecessary formal services
- Frees up qualified HSCP staff to deal with the most complex cases.
- Makes best use of limited public funds

## RECOMMENDATIONS

28. IJB members are asked to:

- Note the content of this report and activity to date to develop and test Talking Points.
- Approve the planned approach to implementation of Talking Points

## REPORT AUTHOR AND PERSON TO CONTACT

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September 2018

HSCP Chief Officer: Julie Murray

## BACKGROUND PAPERS

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

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