



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	17 August 2016
Agenda Item	4
Title	Matters Arising
Summary	
The purpose of this paper is to update IJB members on progress regarding matters arising from the discussion which took place at the meeting of 1 June 2016.	
Presented by	Julie Murray, Chief Officer
Action Required	
Integration Joint Board members are asked to note the contents of the report.	
Implications checklist – check box if applicable and include detail in report	
<input type="checkbox"/> Financial	<input type="checkbox"/> Policy
<input type="checkbox"/> Efficient Government	<input type="checkbox"/> Staffing
<input type="checkbox"/> Legal	<input type="checkbox"/> Property
<input type="checkbox"/> Equalities	<input type="checkbox"/> IT

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

17 AUGUST 2016

Report by Julie Murray, Chief Officer

MATTERS ARISING

PURPOSE OF REPORT

1. To update the Integration Joint Board on progress regarding matters arising from the discussion that took place at the meeting of 1 June 2016.

RECOMMENDATION

2. Integration Joint Board members are asked to note the contents of the report.

REPORT

Community Led Support (CLS) Planning Day

3. A very successful planning day was held on 8th June 2016. The full is report attached as appendix 1.
4. The steering group held on 5th July discussed the report and agreed a range of actions including setting up 5 sub groups to take forward the CLS agenda.

Eastwood Health and Care Centre

5. Orientation visits for staff and tours for Integration Joint Board members and Elected Members took place during June and July, prior to staff moving in on 1st August and the Centre opening to the public on Monday 8th August 2016.

The future model for community justice in Scotland and local transition arrangements

6. A presentation was made to the Community Planning Partnership by the Chief Social Work Officer and Manager, Youth Intensive Services and Criminal Justice following on from the last meeting of the IJB. The diagram incorporated within the transition plan was amended to reflect the lines of accountability and governance for both CPP and IJB.

Corporate Parenting Activity in East Renfrewshire

7. East Renfrewshire's Corporate Parenting event was held on 13 June with around 195 multi-agency participants. Lorraine McMillan, Council Chief Executive and Cllr Jim Fletcher, Council Leader, also signed the Scottish Care Leavers Covenant which commits Council Services, as corporate parents, to deliver changes in action and practice to bring consistency to entitlement and support to young people, in line with Part 10 of the Children and Young People (Scotland) Act 2014.

8. Development of the Champions Board approach now includes final arrangements during the summer months for two care experienced young people to be recruited to part time Influencing Change Workers. These posts will engage with young people to encourage participation in establishing the Champions Board and associated engagement activity.

Learning Disability

9. The minute of the last meeting refers to the intention to present a report on learning disability budgets and long stay redesign to the August IJB. Unfortunately, timing of the board wide Chief Officers meeting at which proposals for the long stay services will be discussed does not enable reporting in August, therefore a paper will be presented in October.
10. The hosted LD services will be included in the revenue budget monitoring report.

Annual Accounts

11. Unaudited Annual Accounts were remitted to PAC on 29 June.
12. The Terms of Reference were amended accordingly.

Performance Report

13. The performance report will go to Council on 14 September 2016 and will also be shared with NHS GGC.

RECOMMENDATIONS

14. Integration Joint Board members are asked to note the contents of the report.

REPORT AUTHOR AND PERSON TO CONTACT

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Candy Millard, Head of Strategic Services
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26 July 2016

KEY WORDS

A report detailing progress regarding matters arising from the IJB meeting of 1 June 2016.

Report from Community Led Support Planning Day

Wednesday 8th June 2016 at the Redhurst Hotel

Purpose of the day

This was a day to begin detailed planning for how the Community Led Support model is to be implemented locally – what is it actually going to look like, on the ground? People who have ideas, information and suggestions and who are willing to get involved in putting these into practice came along to contribute to the plans which will take shape through the day. This included people who both live and work locally, many but not all of whom currently use or work within health and social care, community groups and voluntary organisations across East Renfrewshire.

To begin the day, Frank White, Head of Health & Community Care gave a brief overview of why we are working to bring Community Led Support to East Renfrewshire, including the Scottish Government's agenda in terms of key pieces of legislation which the HSCP needs to implement as well as East Ren's own vision for how we want to work together with local people to improve lives and our "touchstones":

- *Valuing what matters to people.*
- *Building resilience with people and communities.*
- *Focussing on outcomes not services.*

Essentially, the Community Led Support (CLS) programme is about creating a series of new ways in which the health and social care partnership and the council can reach local people to engage with them in ways that enable us to deliver these touchstones. And in ways which enable us to support people in simple and effective ways that work for them.



We then had an 'open space' session where people moved around eight different groups contributing their thoughts, suggestions and ideas to eight different conversations about what our new "front door" might look like. These conversations were based around and built upon the ideas gathered at the three public engagement events which took place two weeks ago, and what people said was recorded on flip charts which are transcribed below.

Eaglesham, Clarkston, Busby & Waterfoot

- Busby – Duff Hall (consider costs) would suit a pop up
- Whitecart – interested in a pop up, has bus stop and lots of parking spaces
- Clarkston library
- Eaglesham – Montgomery hall
- All church halls
- A lot of info not yet shared that's going on e.g. church groups
- Link in with the charity shops – great place to meet/chat – posters/cards
- Maybe a set day for pop-ups just like MP surgeries and not at random times

- For those not using tech how do we get the message out? Word of mouth?
- Use link worker to get shops that are vacant to enable pop ups.
- Busby close knit – Cartvale pub, Tuesday night
- Link worker to link in to key community person; support them to share the information: a phone a friend person. (flexible support)
- Need a list of assets/resources in the community
- Flexible times of sharing information
- Circulate – piggy back info via other organisations newsletters e.g. all faith groups have leaflets
- Taxi drivers – upskill/share knowledge to pass information on
- Upskill dispensers at chemists/pharmacist to share info, leaflet, screen?
- Screens in libraries should be used
- Confidential conversations – may limit some venues, access to internet in the hub? 3G to make places for accessible?
- Hubs, sign posts, word of mouth, community link people, leaflet drops & repeated drops, bill boards
- Throughout authority all wear one distinct uniform instantly recognisable – branded!

Barrhead

- Barrhead Health & Care centre – welcoming but may have stigma?
- Active communities already
- Customer First
- Range of ways to contact us
- The Foundry
- The Bank/Neilston/Library
- Not just talking to Social Workers

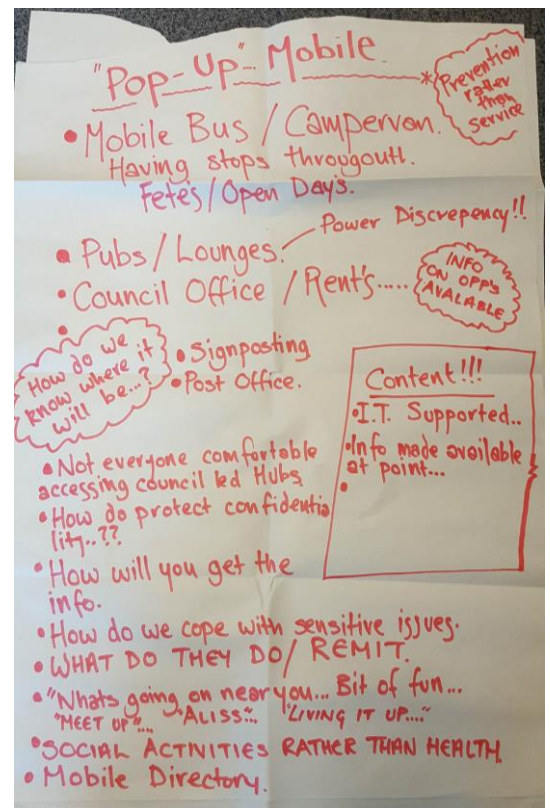
Virtual/On-line

- Might be 1st point of contact, people are always learning
- Forms of virtual: customer first great resource. Includes telephone – means instant interaction no matter which method. Could also be live chat
- Signing up for information around interests
- ALISS – national directory, sign up for account, link to council website (Living It Up)
- Always issue of keeping up to date information on line
- Manpower to operating information resource
- If we could make website more interactive e.g. North Lan ‘Making Life Easy’ – highlight concern – take through self-assessment
- Williamwood High school – video’s on education. Can we translate this resource to HSCP? Common issues e.g. short videos ‘what happens if?’
- Need a database for what’s out there but also one for the stats – local directory – who can be tapped in to?
- East Dunbartonshire website, can home in localities – research & rate – has running updates
- Facebook groups – ‘sell & swap’ 8000 members and similar, incredible resource e.g. wanted – connected
- Twitter – what’s around
- Public access Wi-Fi online – self-service, self-referral, advice online, videos, live chat, council website is not user friendly
- Self-referrals need to ask for the appropriate information to be helpful

- Knowledge of products on display – Carers Centre should be replicated
- Big touch screens
- Carers org going to go live 24/7 – take turns each month – pilot ERC in July manned by Carers Centre
- Protocols, procedures, confidentiality would all need to be very clear
- Person on other side of live chat needs to know information.

'Pop-Up' mobile

- Mobile bus/ campervan having stops throughout
- Pubs/lounges
- Council offices with info on OPP's available
- How do we know where it will be? Signposting
- Post office
- Not everyone comfortable accessing council led hubs
- How do we protect confidentiality?
- How will you get the info?
- How do we cope with sensitive issues?
- What do they do/remit?
- 'What's going on near you?' bit of fun, meet up, ALISS, Living It Up
- Social activities rather than health
- Mobile directory
- Content – IT supported, info made available at point
- Sustainable
- Where is info held?
- How do you keep info live?
- Local people know best, use local knowledge
- Use 'Library Bus'
- Make use of existing resources
- Park at sheltered housing
- No need to book
- One bus fits all, versatility
- 12 month calendar of 'stops' visual/tour bus



East Renfrewshire Wide, 3rd sector and community

- Who is delivering the service from the hub?
- How do we know who is needed until we start the project?
- Hubs in different locations will have different needs, e.g. Barrhead/Neilston vs Newton Mearns or Giffnock
- Evolve and adapt over time – recognise it won't be right first time
- How do we persuade people the hubs are the right place to go? GP's – yes, libraries - ?
- Stigma
- Identify hub locations that people know where they are!
- Pop up hubs vs permanent hubs?
- Pharmacy – chemist services, support to GP practices, post hospital discharge services
- When do pop up hubs get timetabled? Convenient for the service or convenient for the service user?

- Resource Centres – misconception over who the centres are aimed at, widen to the whole community
- Halls and sports/leisure are also in every community but costs involved in letting the space?
- Libraries – access to internet, universal access, free at point of delivery, located across all communities, addressing social isolation, opening hours – are they right for the service user?
- GP's/Pharmacy – no stigma everyone goes to their GP or pharmacy, hub visible within a GP practice, already presence of Mental Health link workers in 8 practices in East Ren
- Receptionists in surgeries very well informed and knowledgeable. Will be key to signposting

Giffnock

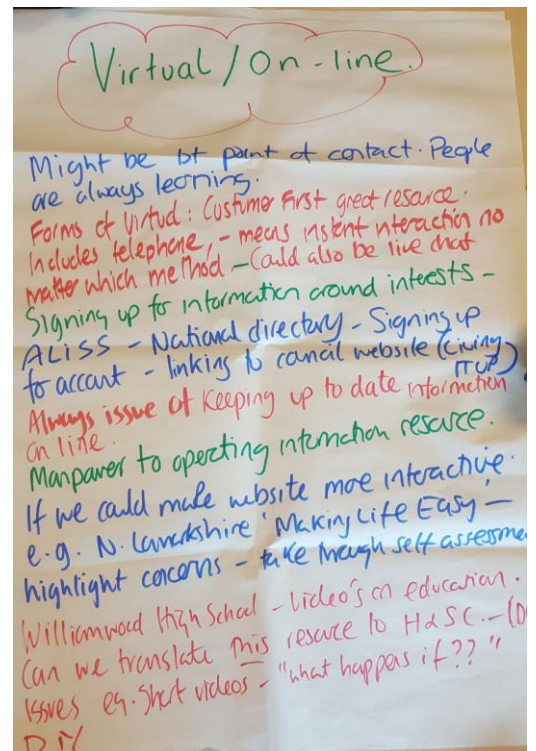
- Good places for support, could be good points of contact, for health improvement e.g. soccer centre for Men's health, family things
- Carers centre Eastwood park site, could be a potential hub – space for people to drop in and space for social work as well as other voluntary orgs e.g. RAMH
- Leisure centres
- One evening opening a week, potential to be flexible
- Day centre @ Thornliebank & others
- Food banks
- Woodfarm education centre, place where people can go – also open to other people as well
- Have a pop up hub every Friday (or any day per week) but link to another hub open at other times
- Tell people where other hubs
- Have people at hubs who can have conversations in community languages
- Opportunities to give/make a contribution
- Good signposting

Thornliebank

- Thorntree Hall
- Thornliebank Adult Resource centre
- Tea for two café
- Thornliebank primary school
- McDonalds
- Parish Church
- Health centre
- St Vincent's chapel
- Library
- Speirsbridge industrial estate/council offices

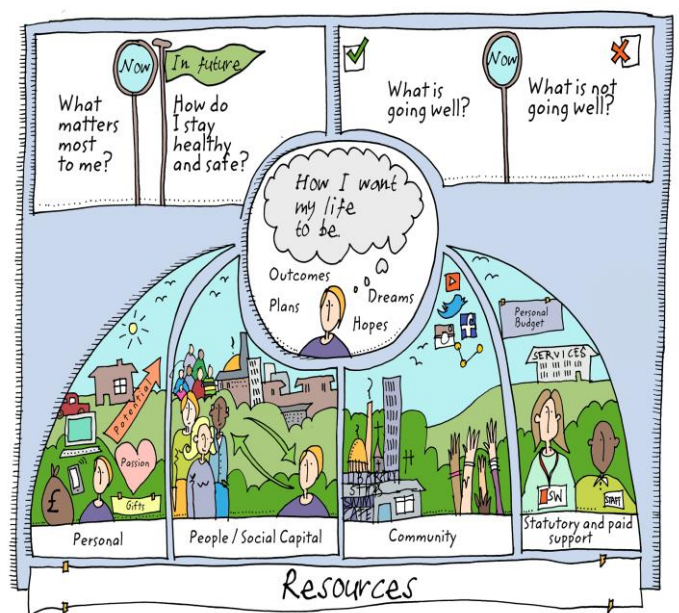
Newton Mearns

- The Avenue
- Customer First
- Churches, libraries, GP's, schools
- Council buildings
- Sports facilities
- Fairweather Hall



- Easy access and comfortable/familiar
- Where people go anyway and feel welcome
- No cost
- Information groups are welcome
- A café?
- Private room in venues
- The Edge @ Fairweather Hall
- Pop up vs permanent base?
- People who have a wide range of knowledge/how to connect with people who to know?
- Community support hub 1st and foremost (staff less prominent)
- Listen to the workers in the Avenue – they can sign post, offer ideas

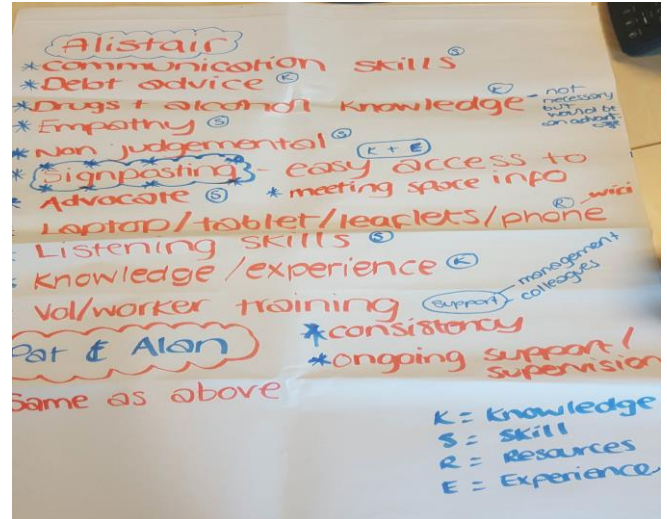
Next we used some case studies to help us think about how whoever is behind these new “front doors” might respond to the kinds of stories people might have to tell when they make their first contact with us: what skills, experience, knowledge and resources would someone need to have an *effective conversation* with them? This led us to realise that it does not necessarily need to be a qualified worker, or even necessarily a paid person at all, who engages with someone at their first point of contact, as long as the person who answers the phone, “chats” to them on line or greets them when they walk through the door has the right balance of skills and resources, and has the support of knowing how to access suitably qualified people to pass the person on to if that should seem to be necessary. The results of these conversations were captured on flip chart and are written up below:



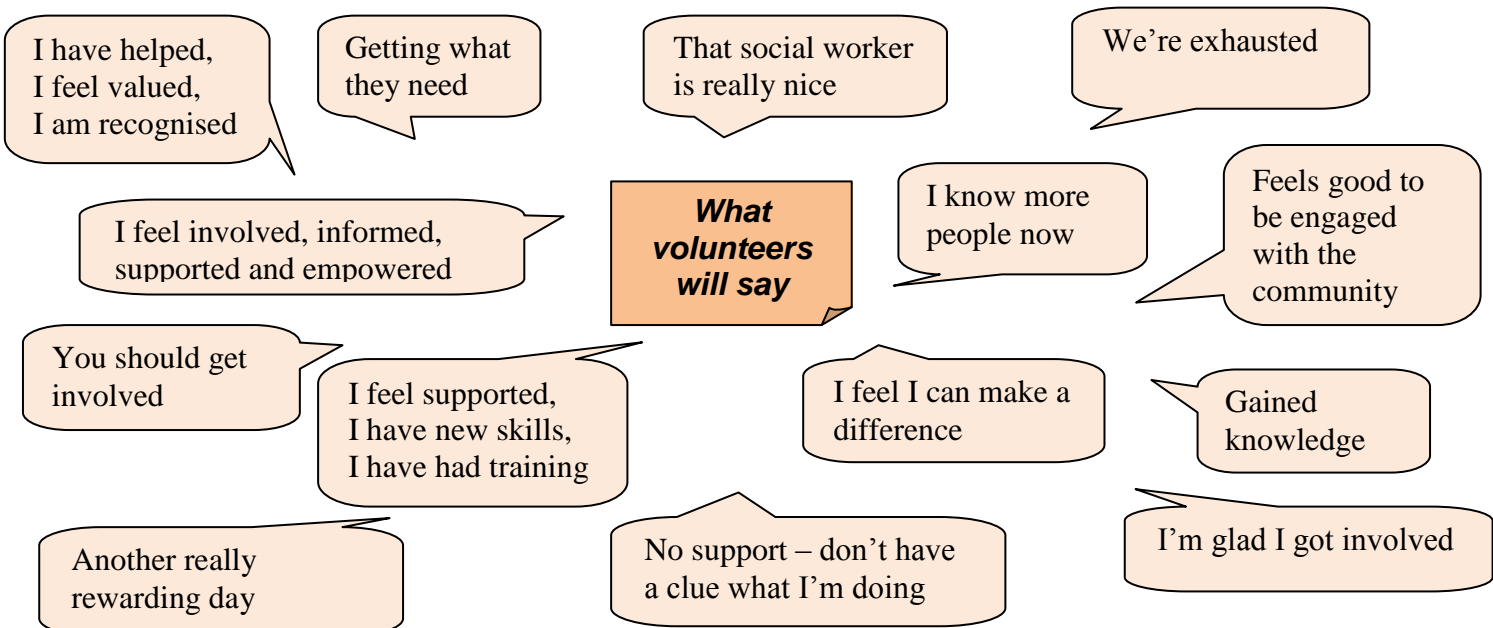
- The person having the effective conversation needs to be a **human being** more importantly than an employee
- Asking the right questions, to minimise no off Q's!
- Listening skills let the person talk and look like you're really paying attention –EMPATHY!
- Might not necessarily need to be social work staff who are based in hubs but someone capable of understanding life experiences, not just about age but skills and approach
- Local asset knowledge
- Sensitivity, maturity and confidence
- Communication skills, debt advice, drugs and alcohol knowledge, empathy, non-judgemental, signposting – easy access to meeting space info, advocate, laptop/tablet/leaflets/phone, listening skills, knowledge/experience, volunteer/worker training, consistency
- K = Knowledge, S = Skill, R = Resource, E = Experience
- Peer support – someone that has been in same position
- Customer First trained to triage – or train and support orgs to sign post
- Prioritising, time, joined up service, resourceful, support for staff, problem solving, good conversations

- Ensure parents are listened to, what matters to them
- Able to take a holistic approach and be able to co-ordinate
- Follow up to check how this went, someone cares enough to ask
- Recognise that change might/will happen
- Need to know if it's a 'today' solution or a 'forever' solution
- Does Housing need to be part of HSCP integration?

Finally, before lunch, we spent some time imagining what the experience of contacting the council and health and social care partnership might be like in a year's time if all the new front doors were wide open and the people inside them were having effective conversations. We considered if this was up and running what we thought different groups of people might say about their experience, and this has given us a clear vision of where we are aiming to be twelve months from today. Most of these are really positive statements which paint a picture of a new way of working that builds on what we already do really well in East Renfrewshire, but also addresses some of the things we know we do less well, and our challenge over the coming months will be to measure our progress against these ideals. Some of the statements people wrote were less positive, and we were clear as a group that these represent potential challenges and pitfalls along the way that we need to be mindful of and ready to address as and when they arise, our approach being to test and learn and test some more until we get things right.



The statements from this exercise were captured on cards and are written up here:



What East Ren HSCP/Council will say

I was able to help quickly
 Creativity is supported and is the norm
 Liberation
 Savings – costs are down
 Services are better
 I have more time to focus on what matters to people
 Not working – nothing wrong with the way we did it
 We have worked smarter
 I enjoy my job more now. Job satisfaction
 Making a difference to people's lives
 Feel more empowered
 We are an equal partner
 We actually make a difference
 Fewer crises

What people who use services and carers will say

I got solutions that made sense for me
 I know where to go
 Thank you
 I felt welcomed
 I was heard and still am
 I was listened to
 Life feels better
 I didn't have to wait
 I felt empowered
 Everyone feels more valued
 I felt important
 You promised a lot but it's not all been delivered
 Valuable resource
 Easy to find, easy to use
 I felt they understood me

What will voluntary organisations & community groups say

We are an equal partner
 Feel valued
 I know what we can offer
 Lack of resources
 It's great. Don't take it away
 More volunteers
 Haven't a Scooby – we're aff
 Increased knowledge of need
 Have helped more people
 Stronger community contacts
 Feel empowered
 I wish I could multiply myself
 We feel valued
 People know we are here
 We help people stay safe at home
 We want to be part of this

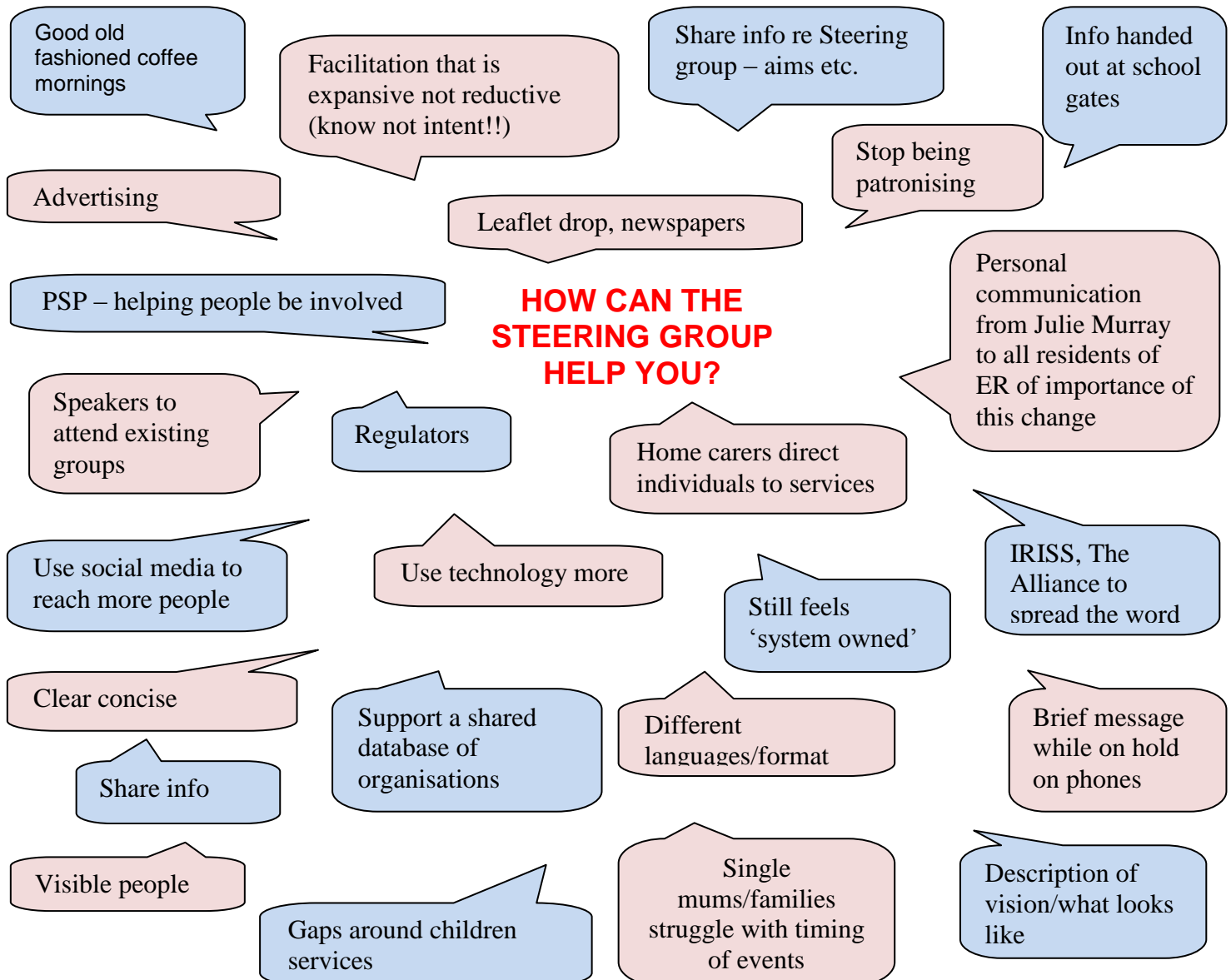
ALL – I can finally make the contribution I wish I had always been able to make!

After lunch Lou Close from the National Development Team for inclusion (NDTi) gave a brief overview of the eighteen month programme of work that East Renfrewshire are now engaged in as the first Scottish Community Led Support site. A great deal of activity has been going on already with the public engagement events which fed into today, the steering group which is meeting monthly and which people are welcome to get involved in and a variety of conversations taking place within and outside of the HSCP to get the right people on board. After today, the next stage will be to start testing out some of the ideas which all this activity has generated and to start learning as we do so what very specific areas East Renfrewshire will need to focus time and energy in if we are to achieve our vision. We already have a small sub-group working on a communication strategy and materials and will no doubt need further sub-groups to work on taking today's ideas forward.



The final part of the day was spent in people having a series of conversations in pairs, again building on those started at the public engagement events, about how each and every one of us can play our part in spreading the word about the new way of working and in engaging more people in our on-going conversations about how we want to do things differently in future in East Renfrewshire. We asked people to think about what help they would need from the CLS steering group with this, and these requests were recorded on post it notes which people brought up to the front of the room and shared with the main group. These are copied here:

HOW CAN THE STEERING GROUP HELP YOU?



Frank closed the day by thanking everyone for their time, energy and enthusiasm and assuring people that the work they have done today will be added to that from the public engagement events and taken to the steering group to help guide and inform the next part of the CLS programme as we begin to make it a practical reality in East Renfrewshire. People were invited to put their names forward as they left if they wanted to get involved in testing some of the ideas or being part of the steering group. Everyone who was here today, as well as everyone who came to the public events and asked to be kept informed will receive a copy of this report, and we hope all who do will use it to keep spreading the word about our new plans, and to remain involved in whatever way works for them.

This report was produced by Nadine McAleney, Business Support Assistant HSCP on behalf of the Community Led Support programme in East Renfrewshire. Copies of the slides used at the events can be obtained by contacting Nadine on either nadine.mcaleney@eastrenfrewshire.gov.uk or by telephone on 0141-577-8686.

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