

Meeting of South Ayrshire Health and Social Care Partnership	Integration Joint Board	
Held on:	3rd April 2024	
Agenda Item:	11	
Title:	Health and Social Care Partnership and South Ayrshire Information and Advice Hub	
Summary:		
<p>The following report is an update to the IJB, on the work that the South Ayrshire Information and Advice Hub have done to raise awareness of maximising benefits with Health and Social Care Partnership staff, so as to better support individuals and families.</p>		
Author:	Mark Inglis, Head of Children’s Health, Care and Justice Services	
Recommendations:		
Route to meeting:		
This has been discussed at the HSCP Directorate Management Team Meeting.		
Directions:	Implications:	
1. No Directions Required <input type="checkbox"/>	Financial <input type="checkbox"/>	
2. Directions to NHS Ayrshire & Arran <input type="checkbox"/>	HR <input type="checkbox"/>	
3. Directions to South Ayrshire Council <input type="checkbox"/>	Legal <input type="checkbox"/>	
4. Directions to both SAC & NHS <input type="checkbox"/>	Equalities <input type="checkbox"/>	
	Sustainability <input type="checkbox"/>	
	Policy <input type="checkbox"/>	
	ICT <input type="checkbox"/>	

HSCP BENEFIT MAXIMISATION, THROUGH THE INFORMATION AND ADVICE HUB

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to inform the IJB on the work that has been undertaken to raise awareness and increase referrals from HSCP staff into the Information and Advice Hub.
- 1.2 To also reflect the financial benefits that this has brought to individuals and families in South Ayrshire, many of whom are in poverty and in need of additional funds.

2. RECOMMENDATION

- 2.1 It is recommended that the Integration Joint Board:
- 2.2 Note the work undertaken to ensure that all HSCP staff are aware of the requirement to be upskilled on the vital role that families having access to their full entitlement of benefit has on their own wellbeing and that of their children.

3. BACKGROUND INFORMATION

- 3.1 Following COVID, it became apparent that there was a need for HSCP (both Council and NHS Services) to be aware of the need for benefit maximisation for all service users. This led to a mandated duty for all HSCP staff, as part of their initial assessment process, to refer individuals and families to the IAAH for benefit maximisation.
- 3.2 This was achieved through bespoke awareness raising training by the South Ayrshire Information and Advice Hub (IAAH) and resulted in increasing referrals to the IAAH from Health and Social Care staff to maximise individuals and family's access to benefit entitlements.

4. REPORT

- 4.1 The approach to mandating HSCP staff awareness raising and referring appropriate individuals and families for benefits maximisation through the Information and Advice Hub (IAAH) was introduced in April 2021.
- 4.2 In **2021** this resulted in **357 individuals** being referred into the IAAH and **£1.1 Million pounds of eligible benefits** being accessed by individuals and families.
- 4.3 In **2022-2023** a total of **872 individuals** were referred, releasing **£841,905.00 for individuals** who were eligible.
- 4.4 In **2023 April - Feb 2024**, a total of **575 individuals** were referred, releasing **£363,552.64 for individuals** who were eligible.
- 4.5 The reduction from 2022/23 to 2023/24 may be due to a disruption in the awareness raising training due to staffing challenges in IAAH and staff change in the HSCP. This has now been rectified as captured below in the training plan.
- 4.6 The Chart below details who made the referrals into the IAAH and how much money each HSCP service referral released to individuals throughout 2022.

2022/2023

Referral Source	Number of Referrals	Financial Gain
Doctor/Community Link Practitioner	160	£189949.73
HSCP Adult Services	330	£274622.96
HSCP Children & Families	227	£260564.68
HSCP Family Nurse	2	£0
HSCP - School/IAAC Nursing Team	3	£300
HSCP - Health Visit Team	7	£0
HSCP Other	67	£43920.83
NHS Community Nurse	1	£0
NHS Other	75	£72546.80
Total	872	£841905.00

From the 1st of April 2023 to the 15th February 2024

Referral Source	Number of Referrals	Financial Gain
Doctor/Community Link Practitioner	113	£86928.01
HSCP Adult Services	199	£76144.56
HSCP Children & Families	128	£58901.36
HSCP Family Nurse	2	£12827.16
HSCP - Health Visit Team	2	£14277.96
HSCP - Other	55	£61619.27
NHS Midwife Team	1	£0
NHS Other	75	£52854.32
Total	575	£363552.64

- 4.7 Social Security Scotland are experiencing significant delays at present, at times up to 10 months. Therefore, the actual money released to individuals will likely be significantly higher than stated above, but this will not be known to June 2024 when figures are released.

5. Future data set to be established throughout 2024:

- 5.1 Moving through 2024 there is a request for monthly referrals and the quarterly financial gain data to be broken down further to allow us to report accurately to each service area within HSCP.
- 5.2 Community Health and Care Services (Adult Services)
- Adult and Older Peoples Social Work
 - Adult Mental Health
 - Learning Disability Service
 - Care at Home Services (Mainstream and Reablement)
 - Statutory Mental Health Officer (MHO) Team
 - Occupational Therapy
 - Registered Services (Day Care and Residential Care)
 - Sensory Impairment
- 5.3 Children's Health, Care and Justice (Children's Services)
- Children and Families Social Work
 - Justice Services
 - Health Visiting
 - School Nursing

6. Introduction to Welfare Rights and Money Advice Services:

- 6.1 To support the ambition; ***“that every family referred to the HSCP is provided with benefit maximisation and financial advice by referral to the Information and Advice Hub”.***
- 6.2 There is a new wave of training and awareness raising with the HSCP. With six dates now available from February until April 2024 for all staff to attend.
- 6.3 The purpose of this training is to raise awareness of the issues that are current, and how best to identify, support and refer clients on to the Information and Advice Hub that they may come into contact with through their professional role.
- 6.4 The training includes;
- Service overview of The Information and Advice Hub
 - Up and coming changes that may affect service users, and the administrative structure of the benefit system including the role of the DWP, HMRC, Social Security Scotland and the Local Authority
 - Maximising Income through Welfare Benefits
 - Addressing Fuel Poverty and Cost of Living Crisis
 - How to spot the signs of debt and what we can do to help clients to manage debt through effective budget planning.
 - Identifying when and how to make a referral

7. STRATEGIC CONTEXT

- 7.1 The matters referred to in this report contribute to Priority 2 & 3 of the Children Services Plan 2020-23 ***“Tackling inequalities”*** and ***“Love and support for our Care Experienced young People and Young Carers”***. As well as ***“Health and care systems that meet people’s needs”*** and ***“Improving outcomes for care experienced children and care leavers”***.

South Ayrshire HSCP Strategic Plan (Wellbeing pledge)
South Ayrshire Wellbeing Strategic Group (Children and young people)
South Ayrshire Council Plan, to Grow Well, Live Well, Age Well

IJB Strategic Plan 2021-2031
South Ayrshire Wellbeing Strategic Group (Children and young people)
Other South Ayrshire CPP SDPs including Children's Service Planning

8. IMPLICATIONS

8.1 Financial Implications

8.1.2 There are no Financial Implications from this report.

8.2 Human Resource Implications

8.2.1 There are no Human Resource Implications from this report.

8.3 Legal Implications

8.3.1 There are no Legal implications from this report.

8.4 Equalities implications

8.4.1 There are no Equalities implications from this report

8.5 Sustainability implications

8.5.1 There are no Sustainability implications from this report.

8.6 Clinical/professional assessment

8.6.1 The Chief Social Work Officer and Chief Nurse are both in his support of this report and the need for staff to be aware of the impact of poverty in caring for themselves and their loved ones.

9. CONSULTATION AND PARTNERSHIP WORKING

9.1 There have been a number of discussions with the Information and Advice Hub team around the approach and alignment on the agenda to have HSCP trained and referring service users into this service for support.

10. RISK ASSESSMENT

10.1 There is no risk in this report. This report supports strong Social Work & Nursing Practice, and a trauma informed approach, which reduces risks.

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BACKGROUND PAPERS