

<b>Meeting of South Ayrshire Health and Social Care Partnership:</b>	<b>Integration Joint Board</b>	
<b>Held on:</b>	<b>12<sup>th</sup> October 2022</b>	
<b>Agenda Item:</b>	<b>15</b>	
<b>Title:</b>	<b>Welfare Rights Training for 2022-2023</b>	
<b>Summary:</b>		
The purpose of this short report is to update the IJB on the progress of the Welfare Rights Training which is mandatory for all HSCP staff.		
<b>Author:</b>	<b>Tam Penman, Team Lead/Practice Development</b>	
<b>Recommendations:</b>		
<b>It is recommended that the Integration Joint Board:</b>		
<ul style="list-style-type: none"> <li>• <b>Note the progress that has been made in relation to the delivery of Welfare Rights Training to our workforce.</b></li> <li>• <b>Note the benefits delivered from this knowledge in practice in helping to mitigate some of the risks of poverty to people in our communities as a result of the cost-of-living crisis.</b></li> <li>• <b>It is recommended that the IJB continue to support the development of this agenda and other activities to alleviate the predicted pressures that will emerge.</b></li> </ul>		
<b>Route to meeting:</b>		
<b>Report presented at SAHSCP DMT and provided as an update to IJB.</b>		
<b>Directions:</b>		<b>Implications:</b>
1. No Directions Required	<input checked="" 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"/>

## WELFARE RIGHTS TRAINING FOR 2022/2023

### 1. PURPOSE OF REPORT

- 1.1 The purpose of this short report is to update the IJB on the progress of the Welfare Rights Training which is mandatory for all HSCP staff.

### 2. RECOMMENDATION

#### **2.1 It is recommended that the Integration Joint Board:**

- **Note the progress that has been made in relation to the delivery of Welfare Rights Training to our workforce.**
- **Note the benefits delivered from this knowledge in practice in helping to mitigate some of the risks of poverty to people in our communities because of the cost-of-living crisis.**
- **It is recommended that the IJB continue to support the development of this agenda and other activities to alleviate the predicted pressures that will emerge.**

### 3. BACKGROUND INFORMATION

- 3.1 In March 2022 a report was written and presented to DMT detailing the roll out of Welfare Rights Training across the HSCP. Within the report, it spoke of a stepped programme of activity to be implemented where, over a period, all staff within South Ayrshire HSCP services will have undertaken the training on offer.

### 4. REPORT

- 4.1 The initial phase of training was focused on Social Workers and Support Workers in Community Care Services and Childrens Health, Care and Justice. This phase ended on 25<sup>th</sup> August 2022 and approximately 170 out of 200 staff undertook the training
- 4.2 In mid to late August 2022, focus changed to Care at Home, Reablement and Residential and Day Care Services. Initial communication was issued to ensure that Managers were aware of the training on offer.
- 4.3 Given that these services provide high levels of care within our communities and encompasses a large staff group, we have had to consider ways to maximize uptake, whilst still being able to provide vital services with minimal operational impact. In response, the Practice Development Team Leader and Service Manager for Social Work Practice met with the Supervisor from the Advice Hub and the following steps were agreed:
- Sessions would be reduced from 3 Hours to 90 Minutes.

- This will now include a ten-minute presentation from Social Security Scotland to further ensure that people in our communities have access to all available benefits.
- To cope with the numbers involved, the delivery of additional weekly sessions covering varied time slots have been agreed. There will be two training sessions per week. These are set for Mondays from 9.30am to 11am and Wednesdays from 1.30pm to 3pm and will commence from Monday 26<sup>th</sup> September 2022.
- A timetable of training will be drawn up and shared with DMT and relevant managers across the services.

4.4 Course Content – although the course time will be halved overall, the key topics will still be covered as was mentioned in the previous DMT Report.

4.5 Training support - the Practice Development Team will continue to ensure that training is uploaded to the COAST system for staff. We will also continue to work closely with the Advice HUB and monitor and evaluate training as we go through the process of delivering to all staff. It will be essential for the continued uptake and success of this training that an additional directive is sent out prior to the next phase beginning for Care at Home, Re-Enablement and Residential and Day Care Services prior to phase two.

4.6 As a comparison of referrals received over a three-month period. We can see that the number of referrals received by the Advice Hub over the same period in 2021 to 2022 has increased by almost 50% as a direct impact of the training.

- 01/06/2021-31/08/2021 – 112 referrals
- 01/06/2022-31/08/2022 – 208 referrals

From 1<sup>st</sup> April 2021 until 31<sup>st</sup> March 2022 (12 months) the Advice Hub received 499 referrals however, from 1<sup>st</sup> April 2022 until 31<sup>st</sup> August 2022 (5 months) they have already received 317 referrals, further highlighting the success of the training.

4.7 This training objective continues to raise awareness and provide staff with knowledge and skill to enhance and respond more efficiently to those clients that are most in need, ensuring that we can help people in our communities maximise their income and reduce the effects of poverty. This is in line with our Local Outcome Improvement Plan and Strategic Plan where reducing inequalities and improving outcomes for people in South Ayrshire is a key focus of South Ayrshire Community Planning Partnership (CPP). It is also a key objective of these plans to close the poverty related outcome gap for children and young people.

## 5. IMPLICATIONS

The continued development and roll out of this training is crucial in enabling workers to provide access and support to our service users to access entitlements that may reduce the impact of poverty in their lives. The IJB should support the continued the roll out of this training We must ensure staff are given the time and opportunity to attend this important mandatory training.

## **5.1 Financial Implications**

5.1.1 N/A

## **5.2 Human Resource Implications**

5.2.1 N/A

## **5.3 Legal Implications**

5.3.1 N/A

## **5.4 Equalities Implications**

5.4.1 N/A

## **5.5 Sustainability implications**

5.5.1 N/A

## **5.6 Clinical/professional assessment**

5.6.1 N/A

## **6. CONSULTATION AND PARTNERSHIP WORKING**

6.1 Consultation will continue to ensure involvement and participation. Discussion will continue primarily with Practice Development, The Information and Advice Hub and Organisational Development to ensure that the Statutory and Mandatory requirements are met.

## **7. RISK ASSESSMENT**

7.1. The continued provision of this training is positive in terms of the reputation of the partnership. Enabling workers to support children and families to access these benefits as stated may alleviate the impact of poverty on their lives. This also contributes to our wider efforts relating to our action to address poverty within our communities.

### **REPORT AUTHOR AND PERSON TO CONTACT**

Tam Penman – Team Lead/Practice Development  
Phone number: 07837041444  
Email address: [Tom.Penman@south-ayrshire.gov.uk](mailto:Tom.Penman@south-ayrshire.gov.uk)

### **BACKGROUND PAPERS**

N/A