



**Item No. 12**

**Meeting Date Wednesday 19<sup>th</sup> February 2025**

**Glasgow City  
Integration Joint Board  
Public Engagement Committee**

**Report By: Craig Cowan, Head of Business Development**

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**Welfare Rights – Public Engagement Activity**

<b>Purpose of Report:</b>	The purpose of this report is to inform the Public Engagement Committee (PEC) of the ways in which Glasgow City HSCP supports the citizens of Glasgow to ensure that they are provided with accurate information about their welfare rights.
<b>Background/Engagement:</b>	<p>A request was made by the Public Engagement Committee for information to be provided to the committee to set out the ways in which Glasgow City HSCP supports the citizens of Glasgow to ensure that they are provided with accurate information about their welfare rights.</p> <p>This report seeks to describe a number of ways in which citizens are identified and supported to ensure that they are receiving all the financial benefits to which they are entitled to enable them to live well in their communities and look after their health and wellbeing.</p>
<b>Governance Route:</b>	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p> <p>Other <input checked="" type="checkbox"/></p> <p>Update requested by PEC</p> <p>Not Applicable <input type="checkbox"/></p>

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<b>Recommendations:</b>	The IJB Public Engagement Committee is asked to:  a) Note the contents of the report.
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<b>Relevance to Integration Joint Board Strategic Plan:</b>
This work is in line with the IJB Strategic Plan 2023-26 and contributes to the IJB achieving its vision and all of the six partnership priorities. There is close alignment particularly with Partnership Priority 1 – Prevention, Early Intervention and Wellbeing, 2 – Supporting Greater Determination and Informed Choice, 3 – Supporting People in their Communities, and 4 – Strengthening Communities to avoid Harm

**Implications for Health and Social Care Partnership:**

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	<p>The work of Glasgow City HSCP to support people with their financial welfare contributes to the achievement of the following National Health and Wellbeing Outcomes:</p> <p>Outcome 1 - People are able to look after and improve their own health and wellbeing and live in good health for longer.</p> <p>Outcome 3 – People who use health and social care services have positive experiences of those services, and have their dignity respected.</p> <p>Outcome 4 – Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.</p> <p>Outcome 5 - Health and social care services contribute to reducing health inequalities.</p> <p>Outcome 6 - People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.</p> <p>Outcome 7 - People who use health and social care services are safe from harm.</p> <p>Outcome 9 – Resources are used effectively and efficiently in the provision of health and social care services.</p>
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<b>Personnel:</b>	None
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<b>Carers:</b>	None
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<b>Provider Organisations:</b>	None
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<b>Equalities:</b>	None
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<b>Fairer Scotland Compliance:</b>	None
<b>Financial:</b>	None
<b>Legal:</b>	None
<b>Economic Impact:</b>	None
<b>Sustainability:</b>	None
<b>Sustainable Procurement and Article 19:</b>	None
<b>Risk Implications:</b>	None
<b>Implications for Glasgow City Council:</b>	None
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	None

### 1. Purpose

- 1.1 The purpose of this report is to inform the Public Engagement Committee (PEC) of the ways in which Glasgow City HSCP supports the citizens of Glasgow to ensure that they are provided with accurate information about their welfare rights.

### 2. Background

- 2.1 A request was made by the Public Engagement Committee for information to be provided to the committee to set out the ways in which Glasgow City HSCP supports the citizens of Glasgow to ensure that they are provided with accurate information about their welfare rights.
- 2.2 This report seeks to describe a number of ways in which service user and in some cases any citizens are identified and supported to ensure that they are receiving all the financial benefits to which they are entitled to enable them to live well in their communities and look after their health and wellbeing.

### 3. Front Line Workers

- 3.1 All Social Work frontline workers are offered basic welfare rights training to enable them to assess and support service users at a service review or initial assessment to ensure that they are receiving the maximum benefits to which they are entitled. All frontline health and social care workers can refer service users to the Welfare Rights and Money Advice Team or the Financial Inclusion Team.

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### 4. Welfare Rights and Money Advice Team

- 4.1 The Welfare Rights and Money Advice Team is the main specialist team to support service users within health and social care to ensure that they are receiving all the benefits to which they are entitled and to ensure that they are assisted through complex situations.
- 4.2 All frontline social work staff should be able to support service users they are currently working regarding simple benefit matters to have their income maximised, however referrals can be made to the specialist Welfare Rights team where the situation appears more complex. They also provide training to external organisations and agencies to allow them to gain the skills required to assist their service users with the welfare system.
- 4.3 The Welfare Rights and Money Advice Team are comprised of:
- Income Maximisation Team
  - Appeals Team
  - Information and Training Team
  - Pensioner Poverty Team
  - Three area Locality Teams (North East, North West and South)
- 4.4 The Welfare Rights and Money Advice Team report annually to the IJB via the Finance Audit and Scrutiny Committee (FASC). The most recent report was presented in [October 2024](#) and sets out details of the teams' activity throughout the year. The report also details case studies demonstrating the impact of the work of the team.

### 5. Financial Inclusion Partnership

- 5.1 The HSCP partners with Glasgow City Council to fund Financial Inclusion services across the City. This partnership enables community-based NHS staff to refer patients facing financial difficulties to dedicated Money Advice providers. By addressing financial instability, the partnership aims to reduce health inequalities.

### 6. Welfare Advice and Health Partnerships (WAHP)

- 6.1 Scottish Government funding supported delivery of an embedded Welfare Rights service in 84 GP Practices (specifically targeting deprived communities) across Glasgow HSCP until January 2024. Additional funding has been secured to sustain a slightly reduced service in 79 GP Practices until March 2025. A case study showing the impact of WAHP was used as part of the Strategic Plan Monitoring Report and can be found on page 10 of the [linked report](#). It has also been provided in Appendix 1 of this report.

### 7. Community Link Workers

- 7.1 Community Link Workers funded initially as part of the Primary Care Improvement Plan (PCIP) are workers embedded in General Practitioner Practices throughout Glasgow to provide holistic person-centered support to patients identified by GPs or other health professionals to ensure that

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anything from complex support to simple advice is provided according to individual need.

- 7.2 CLWs support high numbers of people to help mitigate some of the impacts of poverty, mental health and wellbeing issues. CLWs help all people and have specialist knowledge and training particularly for Asylum Seekers, Youth Health Service Patients, those affected by homelessness and housing insecurity and mental health issues.

## 8. Health Improvement

- 8.1 Health Improvement teams work in a variety of ways across multiple service user groups to sustain good health and reduce health inequalities. The health improvement workforce consists of teams based either within localities or at City level and provides some hosted services such as Glasgow City Youth Health Service.

- 8.2 Health Improvement teams work closely with financial inclusion teams and were responsible for the production of an Information guide to the [Cost of Living](#). The guide pulls together a range of support for:

- Food Supports
- Money Advice
- Energy and Fuel Supports
- Crisis Supports
- Specific Population Supports
- Housing and Legal Support
- Practical Supports
- Useful Contacts
- Helplines

This guide was provided at a number of awareness sessions on the Glasgow City HSCP Emergency Infant Feeding Support Pathway among a range of other forums.

- 8.3 Details about all the ways that Health Improvement work to improve the lives of Glasgow Citizens can be found in their annual report for [2023/24](#).

## 9. Your Support Your Way (YSYW)

- 9.1 [Your Support Your Way](#) is a website that has been developed by Glasgow City HSCP with partners to allow information sharing and sign posting to members of the public about a range of services, providers, guidance and support to enable them to make informed choices about the support they need and how to get it.

- 9.2 Within YSYW there is a [money matters](#) page with a range of supports covering:

- Welfare Rights
- Benefits
- Direct Payments and Individual Budgets
- Debt Advice
- Crisis Payments

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- 9.3 There is also an article on where to get information and help with the cost of living crisis. This appears as a banner on the home page of YSYW and can be accessed here [Where to Get Information to Help with the Cost of Living - December 2022](#)

### 10. Social Care Connect

- 10.1 Social Care Connect is the one route for service users, members of the public and partner agencies to contact the Health and Social Care Partnership. Call handlers at social care connect are able to support people contacting us to request a service to improved access to the required service or information and signposting to other supports including financial supports.
- 10.2 Social Care Connect also ensures that service users or people seeking support have an improved way to the right supports and services. People can access Social Care Connect via a phone call or an [online form](#).

### 11. Glasgow Helps

- 11.1 Glasgow Helps website is a great place for the general public to find support. It has been developed by Glasgow City Council and Glasgow Council for the Voluntary Sector (GCVS) to provide information, links and signposting for people needing support with activities, social clubs, mental health, as well as financial information and support.
- 11.2 It is recognised that not all people would be comfortable accessing a website so although the service is hosted on a website, users looking for information can phone the team, and further support can be provided by a specialist team in Glasgow City Council.

### 12. Recommendations

- 12.1 The IJB Public Engagement Committee is asked to:
- a) Note the contents of the report.

Extract from the Strategic Plan Monitoring Report (April 2023)

**Demonstrating impact**

Each Strategic Plan Monitoring Report will feature examples of areas of work that can be seen to have had an impact on people affected by those services or have plans in place to measure and report on impact. By focusing on tangible examples of the impact the work of the Strategic Plan is having Committee Members can be assured that the work of the Strategic Plan is having an impact on people within the city.

Example 1 - Partnership Priority – Prevention Early Intervention and Wellbeing

Commitment - Develop and deliver a range of programmes across the HSCP to reduce and mitigate the impact of poverty and health inequalities in the city, focusing on child poverty, financial support, welfare rights and employability.

Activity - Enable the delivery of financial advice and welfare rights advice across health and care services.

Example of work - Welfare Advice Health Partnerships (WAHP)

**Background/Summary**

Scottish Government investment enabled delivery of an embedded Welfare Rights service in 84 GP Practices across 21 GP Clusters in Glasgow City serving deprived communities. This two-year funding commitment came to an end in January 2024. Funding has been secured to extend provision until September 2024.

**Impact**

The impact of the service has been positive for patients. In Q1- Q3 (2023/24) there were 3207 referrals made to WAHP across Glasgow City resulting in 7970 individual welfare rights and money advice cases. This achieved financial gains for patients of over £6.4m with a further £1.3 in debt managed. The majority (£800k) of debt managed was non-housing debt; this included utility arrears, personal loans and credit card use to cover essential living costs. In Q3 there was a significant increase in housing debt managed with a 3 fold increase on the quarterly average. Housing debt refers to money owed on mortgage or rent arrears or other housing-related loans that they haven't paid on time and can lead to serious consequences, including repossession, or legal action by creditors.

WAHP is a test and learn programme and Health Improvement teams will be working with the Improvement Service and GP Practices to evaluate the service. The national evaluation is anticipated by Summer 2024.

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Early findings indicate that:

- 87% of individuals had never previously sought advice
- A third have a household income of less than £10,000
- Almost three quarters live in rented accommodation
- A third are families with children
- A little over a third sought advice because they were unable to cope financially and about a third because they were unable to work for health reasons
- Over 80% sought advice because it was suggested by practice staff.

### Positive Outcomes

A patient was referred to the service for assistance to complete an Adult Disability Payment review form. The patient suffers from significant mental health issues and severe anxiety about going through the review process as all previous applications had been refused and had to go through the appeals process. The Adult Disability Payment review form was completed in conversation with the patient. The patient then gave consent to access medical records and appropriate medical evidence to aid completion. To ease the patient's anxiety going through the review process for Adult Disability Payment it was agreed the GP would draft a supporting letter for the application. The letter was forwarded to Adult Disability in support of the application. The patient stated that they were struggling with mental health as they had no support in place. The role of the Community Links Worker was discussed with the patient who agreed to a referral being made to their Community Links Worker to see what other support is available for them. The patient contacted their WHP advisor to get update on their application as they were extremely upset about the process and timescales. The advisor arranged a conference call with Adult Disability to discuss and confirmed the form had been received and was with case manager to process. This allowed the advisor to provide reassurance to the patient that the review was going ahead and was within the expected timeframe for assessment. The advisor was also able to advise the patient that payments would continue as normal until the decision was made, alleviating any anxiety. On completion of the review the patient remained on Enhanced Rates of Daily Living and Mobility, awarded until 2028. The patient was extremely pleased with the award and stated medical evidence, and the GP support letter assisted in the re-award of her claim.

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