

SOUTHERN HEALTH AND SOCIAL SERVICES COUNCIL



NEW TARGETING SOCIAL NEED (TSN) ACTION PLAN

July 2001

SOUTHERN HEALTH AND SOCIAL SERVICES COUNCIL

OUR ROLE

The Southern Health and Social Services Council was established in 1991 as an independent statutory consumer organisation¹. It has a duty to represent the public's views and interests, to review the work of health and social services and to recommend any improvements needed. We are one of four Health and Social Services Councils in Northern Ireland.

We have a legal right to:

- ◆ be consulted by the Southern Health and Social Services Board (the board) on any major development in or changes to the services;
- ◆ receive information, from the board, about the planning and running of the services; and
- ◆ visit health and social service facilities in the public sector.

Our main activities are.

- ◆ To represent the public's views when decisions are being made about the services.
- ◆ To influence the board's activities which relate to introducing services.
- ◆ To respond to proposals or plans put forward by the board.
- ◆ To offer support and guidance to patients or members of the public who want to complain about any part of the services.
- ◆ To carry out research into how patients view the services and their experiences of them.
- ◆ To monitor the performance of particular services against the standards set out in their charters.
- ◆ To give the public a range of information about the services.
- ◆ To visit health and social service facilities run by the board or a health and social services trust.

OUR STRUCTURE

We have 24 members who are appointed by the Department of Health, Social Services and Public Safety (DHSSPS). Ten of our members are representatives from the five local authorities covering the Southern Board's area. There are two representatives from Armagh City and District Council, one from Banbridge District Council, three from Craigavon Borough Council, one from Dungannon and South Tyrone Borough Council and three from Newry and Mourne District Council.

The remaining representatives come from voluntary organisations with an interest in the services in our area or are independent representatives with an interest in health and social care.

Membership

¹ The Health and Social Services Councils' Regulations (Northern Ireland) 1991 - HPSS

- 10 (40%) local authority representatives
- 7 (30%) voluntary sector representatives
- 7 (30%) independent representatives.

Representatives, except those from local Councils, are appointed under the Nolan principles - public appointments on merit through advertising. Representatives are usually appointed for four years, but this can be extended to eight years.

We have five full-time staff and our Chief Officer is the senior, full-time official.

We are funded by the DHSSPS. For this tax year we have a total budget of £180,000 (about 60p for each of the 300,000 people living in the board's area). Over 80% of our budget is spent on salaries and premises costs. Any increase in our budget must be negotiated with the DHSSPS.

Enquiries

Further copies of the TSN Action Plan can be obtained by contacting:

Southern Health and Social Services Council
Quaker Buildings
High Street
LURGAN
BT66 8BB

Tel: 028 3834 9900
Minicom: 028 3834 6488
Fax: 028 3834 9858
E-mail: admin.shssc@dnet.co.uk
Website: www.shsscouncil.net

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NEW TSN ACTION PLAN

Business Areas:	<ul style="list-style-type: none">◆ To represent the views and interests of the general public◆ To keep under review the operation of all health and personal social services◆ To make recommendations for improvements in services. <p>Activities:</p> <ul style="list-style-type: none">• Ensuring the views of the general public and service users are represented in decision making• Influencing the Board's commissioning decisions• Responding to plans for health and personal social services• Offering guidance and support to those wishing to complain• Conducting research into the views of patients and the public• Monitoring the quality and type of services provided• Providing information about health and social services• Visiting health and social care facilities.
Social Need to be Tackled	The wide range of disadvantage experienced by individuals and groups in the area served by the Southern Health and Social Services Council
Desired Outcomes:	<ul style="list-style-type: none">• To promote a better understanding and awareness of New TSN in the Council's area.• To mainstream New TSN into all areas of work undertaken by the Council.• To work towards reducing inequalities experienced by disadvantaged individuals and groups in the Council's area.• To facilitate a greater involvement of local people and those disadvantaged in planning and decision making.• To encourage and support capacity building so that disadvantaged individuals and groups feel comfortable about putting forward their views and opinions.• To identify individuals and groups in greatest need.• To improve the quality and type of information available about disadvantaged individuals and groups.

NOTE: The outcomes set out above are in no particular order of priority. The Council regards each as extremely important in meeting its obligations. The New TSN objectives set out below have been set centrally by the Department of Health, Social Services and Public Safety (DHSSPS). Where necessary they have been amended to recognise the specific role played by the Council in representing the interests of patients and the public.

NEW TSN OBJECTIVES	TARGETS OR ACTION AND TIMESCALES
<p>DHSSPS 1 SHSSC 1</p> <p>To ensure that New TSN is embedded in the work of the Southern Health and Social Services Council</p>	<p>a) By May 2001 to ensure that the requirements of New TSN are built into the Council's work programme and policy formulation processes throughout the period of this Plan.</p> <p>b) By September 2001 to agree procedures for senior staff, the Chairman and members of the Council to monitor and review progress towards meeting the Council's New TSN objectives.</p> <p>c) By September 2001 to establish a mechanism whereby progress in meeting the Council's New TSN objectives are reported on publicly every 6 months.</p>
<p>DHSSPS 2 SHSSC 2</p> <p>To raise and maintain awareness of New TSN within the Council and those organisations which have links with the Council.</p>	<p>a) By September 2001 to provide awareness training to all staff and members of the Council on New TSN and its implications for the work of the Council.</p> <p>b) By September 2001 to source and provide in-depth training for staff involved in policy formulation and its implications for New TSN.</p> <p>c) From September 2001 to include New TSN in all induction training for new staff.</p> <p>d) From September 2001 to work with the voluntary and community sector in raising the profile of the Council's New TSN Action Plan and develop mechanisms for ensuring regular feedback on progress in achieving objectives and sharing information.</p>

<p>DHSSPS 3 SHSSC 3</p> <p>To develop and promote policies and programmes of action which aim to reduce inequalities experienced by disadvantaged individuals, groups and areas</p>	<p>a) From June 2001 have in place a mechanism to ensure that recommendations contained in research reports addressed to Boards, Trusts and the DHSSPS etc and which have a particular focus on disadvantaged groups and individuals are acted on. Quarterly progress reports to be made to the Council.</p>
	<p>In achieving this objective the recommendations contained in the following reports will be addressed:</p> <ul style="list-style-type: none"> • Planning, Building and Living in the New Millennium - Accommodation needs of adults (18 – 64) with physical / sensory disabilities in the Southern Board’s area. • The Wheelchair Service – Experiences and perceptions of users • Patients’ and Relatives’ Experiences of Services Provided at Craigavon Area Hospital. • GP Out of Hours Service at Moylinn Medical Centre – Experiences and perceptions of patients. • Women’s Voices – Women’s Experiences of Maternity Services at Craigavon Area Hospital following transfer from South Tyrone Hospital. • Opening the Door to Health – Access to Primary Healthcare Services for Single Homeless People in Northern Ireland. • Relatives’ Voices – Relatives’ views on the quality of care provided to older people in nursing and residential homes. <p>b) Research throughout the period of this Plan will place an emphasis on ensuring that the objectives contained in the Council’s New TSN Action Plan are addressed.</p> <p>c) In supporting and assisting complainants, the Council will be proactive in ensuring that individuals and groups in greatest need have access to an independent and confidential advice service from the Council. By June 2001 an outreach service will be developed.</p> <p>d) In respect of the provision of information to the public, the Council will conduct an audit of the information it currently produces in minority ethnic languages and will liaise with the Northern Ireland Council for Ethnic Minorities with a view to making further progress in this area. Discussions will commence with voluntary groups including MENCAP, Disability Action , RNID and</p>

the Blind Centre for Northern Ireland about information provision for specific disadvantaged groups.
(June 2001)

- e) Throughout the period of the Plan the Council will work in partnership and co-operation with other DHSSPS organisations in taking forward the 'Investing for Health' Public Health Strategy. The Council will monitor the production and implementation of the Health and Wellbeing Improvement Programme (HWIP) produced by the Multi-Sectoral partnership established within the Southern Board's area. Work with the local Health Action Zone and the Healthy Living Centre planned for Lurgan and Portadown will continue. The Council will also offer its support and assistance to other new initiatives taken forward in its area.

	<p>f) Monitor the Southern Board's New TSN Action Plans as appropriate. Include TSN Action Plans as an agenda item for the annual joint Council/Board meeting. (March 2002)</p> <p><i>g) Work with Trusts in developing their TSN Action Plans by April 2002.</i></p>
<p>DHSSPS 4 SHSSC 4</p> <p>To improve access to good quality childcare and family support, targeting those in areas of greatest need.</p>	<p><i>a) The Council will, throughout the period of the Plan, monitor the ongoing development and implementation of the Southern Board's Children's Services Plans.</i></p> <p><i>b) The Council will invite Board staff to present an annual progress report to the Council on how children in greatest need have been targeted and what outcomes have been achieved.</i></p> <p>c) The Council, on an ongoing basis, will participate in planning groups and reference groups established by the Board as part of its Children's Services planning process.</p> <p>d) Research planned by the Council in respect of the aspirations of children looked after in the Southern Board's area will be taken forward in association with all key stakeholders including the Board, Trusts and the voluntary sector. (June 2002)</p>
<p>DHSSPS 5 SHSSC 5</p> <p>To promote the social inclusion of those most disadvantaged by encouraging community development approaches and involving local people in decisions about their health and social care needs and the services to be provided.</p>	<p><i>a) Work with the DHSSPS and representatives from the voluntary and community sectors in organising a conference on user involvement / participation leading to the development of a public involvement strategy for the DHSSPS. (June 2001).</i></p> <p><i>b) Work with the Southern Board and Trusts in developing an effective user participation policy which ensures that those most disadvantaged have their views reflected in policy and decision making. (December 2001).</i></p> <p>c) Work with Community Development and Health Network (CDHN) in producing a self-help guide to accessing health and social care information. (March 2002)</p> <p><i>d) Throughout the period of the Plan continue to support Craigavon Health Information Project (CHIP) in their work with disadvantaged communities in Craigavon. Support volunteering activities of CHIP.</i></p>

	e) Continue to facilitate primary care service providers in the Armagh area in continuing to involve local people in making decisions about their health and wellbeing. Work in conjunction with Armagh Confederation of Community Groups. (September 2001)
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<p>DHSSPS 6 SHSSC 6</p> <p>To measure the extent to which inequalities experienced by disadvantaged people, groups and areas are being reduced.</p>	<p>a) <i>Throughout the period of the Plan ensure that the targeting of social need under New TSN is fully reflected in equality impact assessments undertaken by the Council, the DHSSPS, the Southern Board and Trusts.</i></p> <p>b) The Southern Board will have overall responsibility for producing a Health and Wellbeing Improvement Programme (HWIP). The Council will contribute to its development and will monitor its outcome. The Council will have a duty to report annually on the practical difference the HWIP is making from their local population's perspective. (April 2002)</p> <p>c) Throughout the period of the Plan the Council will also use its own research findings to measure the extent to which inequalities are being reduced. Previous research undertaken by the Council will be used as a benchmark from which to measure improvements.</p>
<p>DHSSPS 7 SHSSC 7</p> <p>To identify those in greatest health and social need</p>	<p>a) <i>To work with the Board, Trusts and others in taking forward recommendations from the Council's research which specifically target individuals or groups experiencing inequalities, for example, single homeless people, young mothers.</i></p> <p>b) Work throughout the period of the Plan with statutory, voluntary and community organisations to ensure that effective population needs assessments are carried out.</p> <p>c) Provide input into the DHSSPS ICT Strategy as appropriate (June 2001)</p>
<p>DHSSPS 8 SHSSC 8</p> <p>To reduce inequalities experienced by disadvantaged people, groups and areas by matching resources to health and social care needs</p>	<p>a) <i>Monitor on an annual basis the implementation of the agreed recommendations of the Capitation Funding Formula. Obtain information from the Board, Trusts and the DHSSPS on the revised formula and how it is impacting on service users at a local level.</i></p> <p>b) <i>Throughout the period of the Plan inform the public of progress at local level and monitor the impact on individuals and groups identified as disadvantaged.</i></p> <p>c) Participate in workshops and seminars etc on reallocating / refocusing resources and ensure that the views of local people and disadvantaged groups are also fully reflected in discussions.</p>

	<p>d) Encourage wider public debate / discussion on capitation funding and a better understanding of the need to improve the sensitivity of the formula.</p> <p>e) Throughout the period of the Plan monitor the Southern Board's TSN Action Plan and future Trust Action Plans to ensure that resources are matched to health and social care needs. On an annual basis Boards / Trusts will be asked to demonstrate how their allocations have been readjusted to reduce inequalities and what the impact has been.</p>
<p>DHSSPS 9 SHSSC 9</p> <p>To provide evidence which supports informed decision making in tackling inequalities</p>	<p>a) <i>Ensure that work undertaken by the Council is effectively disseminated to Boards, Trusts and others and that the findings of research reports and consultations contribute to tackling inequalities.</i></p> <p>b) Ensure that the user perspective is fully reflected in all research and impact assessments undertaken by the Southern Board, Trusts, DHSSPS and others.</p> <p>c) Publish on the Council's website, and in formats that are more accessible for minority groups, findings which impact on health inequalities and actions taken by the Council to address these. (November 2001)</p>

GLOSSARY OF TERMS

Armagh Confederation of Community Groups – An umbrella organisation representing voluntary and community groups in Armagh

Associated Bodies – Are those health and social care organisations that the Council deals with directly and including Trusts, the Southern Health and Social Services Board and voluntary and community organisations.

Children's Services Plans – Plans to address specific issues relating to children.

Commissioning – The internal arrangements in the SHSSB for making decisions about current and future spending plans.

Community Development and Health Network – A regional organisation representing voluntary and community groups.

Craigavon Health Information Project – A project in the Craigavon area adopting community development approaches to health promotion and health information.

Healthy Living Centre – The Government made resources available from lottery funds so that community and / or voluntary organisations could put bids together to propose new ways of addressing health issues within their local communities.

Health Action Zone (HAZ) – There is one Health Action Zone in the Council's area based in the Armagh / Dungannon Trust. Health Action Zones are designed to tackle inequalities in health and social care in areas with higher than average levels of poverty, disease and death rates. They establish partnership working with other government agencies, voluntary organisations, private sector and local communities to achieve their aims.

HWIP – A local plan for improving health and social wellbeing and tackling inequalities.

ICT Strategy – An information, communications and technology strategy being developed by DHSSPS to ensure a greater and more effective use of ICT in all aspects of the delivery of health and social care.

Inequalities – Throughout this Action Plan 'inequalities' refers to inequalities in population, health and social wellbeing and the need for and access to health and social care.

'Investing in Health' – This is a document recently issued by the DHSSPS which is consulting on the future approach to improving the Public Health of the community across Northern Ireland. Copies of the document are available from the DHSSPS

Targeting Social Need – A policy aimed at redirecting resources to individuals and groups in greatest need with a view to reducing health inequalities.

Work Programme – A plan describing the planned work of the Council over the next year.

SOUTHERN HEALTH AND SOCIAL SERVICES COUNCIL

RESPONSES TO NEW TSN ACTION PLANS 2001

Organisation

Equality Commission

Northern Ireland Ombudsman

The Blind Centre

Sinn Fein

Homefirst Comm Trust

Sperrin Lakeland Trust

Royal College of Nursing (RCN)

British Association of Social Workers (BASW)

Craigavon Independent Advice Centre

North and West Belfast HSS Trust

Armagh & Dungannon HSS Trust

Central Council for Education and Training in Social Work (CETSW)

Southern Health and Social Services Board

Department of Health, Social Services and Public Safety (DHSSPS)

Action for Dysphasic Adults NI - Speechmatters

United Hospitals

Craigavon Borough Council