



South Eastern Health
&
Social Care Trust
Outcomes Group
05 June 2018

Objective:

By the end of this short session you will have an increased awareness of;

- Collaborative Working between Department for Communities & Trusts regarding Families in Need;
- Make the Call Wraparound Service; and
- You will be able to consider how we can proactively work across with each other in a partnership capacity to support vulnerable people and those experiencing key life changes in relation to **draft Programme for Government**.

Families in Need Agreed Approach - Context

In 2017 there was an agreement between our Deputy Secretary Denis McMahon and Sean Holland (Department of Health) to try to reach Families in Need whose children are at risk of going into Care.

DoH to arrange with Health & Social Care Trusts to issue letters to Families in Need.

Our role was to offer a Benefit Entitlement Check to those Families in Need who contacted our Make the Call Service to ensure they had all the support they are entitled to in relation to Social Security benefits.

Departmental Collaborative Commitments - Reflection

The exercise commenced in June 2017 with responsibilities divided between our Departments.

In partnership with DoH, letters were designed and drafted for issue to Families in Need.

DoH role was to engage with the 5 Health & Social Care Trusts in relation to identifying the data (customer base) and issuing the letters to the identified families in need.

DfC recruited additional Telephony staff to facilitate the additional calls the exercise would drive.

DfC committed to providing a home visiting service for vulnerable customers to complete any relevant Social Security claim forms.

Who are Make the Call?



disability



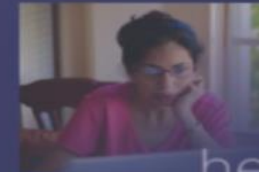
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benefits

Are you getting all you're entitled to?

make the call



healthcare costs

0800 232 1271*

text 'CHECK' to 67300 *
nidirect.gov.uk/makethecall

*network charges may apply



Department for
Communities
www.communities-ni.gov.uk



DfC
Department
for Communities
www.communities-ni.gov.uk

Make the Call Wraparound Service

Mission:

Improving People's lives by enabling access to money, supports and services.

Vision:

More People are enabled to access money, supports and services.

Our Target Audiences

People in all circumstances focusing on:

- Older people
- Those who are ill, injured, living with a disability or with care needs
- Carers
- Vulnerable people
- Families

How we deliver our service?

- **Make the Call to the Advice Line** – providing advice on social security benefits and supports via a dedicated telephony line; **0800 232 1271**,
- Alternative methods of contact **Text CHECK to 67300**, or email: makethecall.telephony@nissa.gsi.gov.uk, with your contact details
- **Community Outreach Service** – home visits to vulnerable people, community benefit clinics, information & awareness events;
- **Direct Targeting** – writing to over. 30,000 people per year to encourage them to have a Benefit Entitlement Check; and
- **Working in Partnership** - across central / local government and with a wide range of statutory, advice sector and voluntary & community sector partners in relation to **draft Programme for Government**.

Is Implied Client Consent Applicable?

Yes – however there are some caveats:

- **Who** can be a representative?
- **Why** do we validate consent?
- **What** do we mean by implied consent?
- **When** will Make the Call not disclose certain information?

What can we provide advice on?

There are over 30 benefits, and many more supports and services which we can advise on and signpost to.

These include not only **Social Security Benefits** but also:

- Blue Badge Scheme
- Help with Health Care Costs & Hospital Travel Costs
- Free/Concessionary Transport
- Free TV Licence
- Free school meals/transport or uniform grants
- Tax Credits

Our performance, challenge & results to date

CHALLENGE: To target 100,000 people between April 2016 to end of March 2019 and raise uptake to £40million

- **RESULTS:** 2016/17 = £21.3 million for 4,810 people
- **PEOPLE:** Better off on average by £85.00 per week
- **VFM:** For every £1 spent = £12 in additional benefit
- **TO DATE:** Since 2005, £137 million for over 38,379 people

The Partnership Model

Make the Call Wraparound Service need to:

- Connect
- Communicate, and
- Collaborate

with OGD, Agencies and the Voluntary & Community Sector because this is essential to help support vulnerable people in Northern Ireland in relation to **draft Programme for Government**.

The Families in Need exercise is a start to working collaboratively with DoH and the 5 HSCTs

Agreed Next Steps for Families in Need Exercise

Families in Need exercise restart meeting held on 23.01.18

Agreement that SHSCT, NHSCT & WHSCT are able to recommence the exercise from 01.02.18. BHSCT recommenced the exercise from 15.02.18 with Gateway Intervention Team. SEHSCT recommenced their exercise in mid February 2018.

Letters handed out by Social Workers to people within existing caseload at the next intervention held with family whose children are at risk inviting people to Make the Call for a Benefit Entitlement Check.

Letters handed out on the first intervention in all new cases inviting people to Make the Call for a Benefit Entitlement Check.

Collaborative Working with HSCT's to date:

SHSCT, NHSCT, BHSCT and WHSCT

Presented to Assistant Directors within Family Services and agreement for Make the Call to;

- **Present to individual Social Work Teams**
- **Introduce the Make the Call Telephony and Community Outreach Services**
- **Walkthrough the process for accessing Telephony and Outreach Services**
- **Commence collaborative working to support Families in Need**

Families in Need Exercise – Results for 2017

- We received 204 calls to the Make the Call Benefit Advice Line
- 101 people had potential entitlement to additional benefit/service/support
- 49.5% conversion rate

Families in Need Exercise – Results from Re-Start of the exercise 01/02/18 – 31/05/18

We have received a total of 21 calls to the Make the Call Advice Line:

- BHSCT (4 calls)
- SHSCT (8 calls)
- NHSCT (3 calls)
- SEHSCT (3 calls)
- WHSCT (3 calls)

17 of the 21 people have potential entitlement to additional benefit/service/support

80.95 % conversion rate

How can you help us?

- Think about how our team can work collaboratively with your teams to support the delivery of your services to NI Citizens in relation to **draft Programme for Government**.
- Help us to reach Families in Need to ensure they are receiving their full entitlement to benefits, services and/or supports by facilitating collaborative working between Department for Communities and the Social Work (and other Health Professional) Teams.
- **Promote** the use the Make the Call Advice Line: **0800 232 1271**; Text **63700** and email **makethecall.telephony@nissa.gsi.gov.uk** and promote its use with colleagues and clients.