

BELFAST OUTCOMES GROUP MEETING

Via MS Teams

Tuesday 31st August 2021 at 2.30 p.m.

Name	Organisation	Present	Apology
Ms. Carol Diffin (Chair)	Belfast HSC Trust	✓	
Statutory Sector			
Mr. Paul O'Neill	Early Years, Belfast HSC Trust	✓	
Ms. Edel McKenna	Safeguarding, Belfast HSC Trust	✓	
Mr. Gerry Largey	Hub Lead, Belfast HSC Trust	✓	
Mr. Brian O'Kane	NIHE, Belfast Area	✓	
Ms. Caroline Karayiannis	Education Authority		✓
Ms. Barbara Porter	PHA		✓
Ms. Cate Taggart	Belfast City Council		✓
Mr. Declan Davey	Youth Justice Agency		✓
Ms. Marie Cavanagh	HSCB Belfast Local Commissioning Group	✓	
Ms. Natalie Killough	Parenting Coordinator, BHSCT		✓
Ms. Wendy Pollock	Chief Inspector, PSNI		✓
Community Sector			
Ms. Nicola Verner	West Belfast Community Rep.		✓
Ms. Natasha Brennan	South Belfast Community Rep.	✓	
Ms. Julie Jamison	North Belfast Community Rep.	✓	
Ms. Tracey Wilson	East Belfast Community Rep.	✓	
LPG Chairs			
VACANT	East Belfast LPG		✓
Ms. Deirdre Walsh	West Belfast LPG		✓
Natasha Brennan	South Belfast LPG	✓	
Ms. Claire Allen	North Belfast LPG	✓	
Voluntary Sector			
Mr. Peter Bryson	Save the Children	✓	
Ms. Caroline Rutherford	Extern	✓	
Mr. Martin Walls	Guide Dogs	✓	
Avery Bowser	AFC		✓
Partnership Sector			
Ms. Roisin McCooley	Belfast Childcare Partnership	✓	
Mr. Jackie Redpath	Belfast Strategic Partnership	✓	
In Attendance			
Ms. Una Casey	CYPSP Support		✓
Ms. Maxine Gibson	CYPSP		✓
Ms. Nichola Creagh	Department for Communities	✓	

Summary of Actions:

	Topic	Action	Responsibility
1.	Regional Interpreting Service	<ul style="list-style-type: none"> ➤ EIS Team agreed to collate the interpreting data from Hubs on a quarterly/six-monthly basis going forward. ➤ Carol Diffin to follow up and discuss the report with Maxine Gibson following today's discussion, to see if we should continue to track the information or if we need to raise again with CYPSP for a broader discussion. 	EIS Team Carol Diffin
2.	Integrated Care Consultation	<ul style="list-style-type: none"> ➤ Carol Diffin to share the Integrated Care System Consultation and information re: future sessions with members following the meeting. BAOG to submit a formal response – all comments to be provided to Mr. Largey by 17th September for collation. 	Carol Diffin
3.	Locality Planning Groups / FSH – additional funding	<ul style="list-style-type: none"> ➤ In terms of funding, Carol Diffin agreed to raise with the HSCB and clarify if any additional support / funding available to address these increased levels of need. 	Carol Diffin
4.	Next Outcomes Group Meeting	<ul style="list-style-type: none"> ➤ Outcomes Group meeting on 26th October to be extended by 30 mins at beginning to allow for a focussed discussion re: ASD/behavioural issues, way forward and feedback from Disability Sub-Group meeting. ➤ Carol Diffin to invite Kris McKeever and Natalie Killough to attend for extended section of next meeting. 	Ms. Diffin

<u>Action</u> <u>by:</u>	
	<p>1. Welcome, Introductions and Apologies</p> <p>Ms. Diffin welcomed everyone to the meeting. Trisha McDonald is on leave today and Ms. Diffin advised that the meeting will be recorded for Ms. McDonald to complete the minutes and the recording will be deleted once completed. The Agenda, Minutes, FSH Paper and Interpreting Paper were all circulated in advance of the meeting. Ms. Diffin had hoped to have Nicola Topping from EA in attendance today but she is not available. Ms. Diffin has been informed that Caroline Karayiannis has retired and Carol has thanked her for her input to this group. Ms. Diffin will follow up re: the future EA rep. Ms. Diffin welcomed new members – Claire Allen, obo NBLPG; Nichola Creagh, DfC. A round of introductions were made and apologies were noted, as above.</p>
	<p>2. Minutes and Matters Arising from last meeting of 15th June 2021</p> <p>The previous minutes were agreed as an accurate record.</p> <p>The following matters arising were discussed:</p> <ul style="list-style-type: none"> • Interpreting – There have been considerable discussions at previous meetings re: the various issues and challenges around access to interpreting services in Belfast Area – we have been the only Outcomes Group area to raise this particular issue. As per previous action, Ms. Lorraine Brennan has prepared a paper which provides a good summary of the various challenges across Belfast for those families affected by this issue and Ms. Diffin asked Mr. Largey to provide an overview re: key messages. Mr. Largey advised that the report is fairly self-explanatory re: the cohort of families who present as seeking help where language issues were a barrier to them accessing services – this does not include the batch of families referred by the Trust to the Hubs as some interpreting support will be available for those at the Hub. 47 families, range of services being accessed by Hubs – Regional Interpreting Service, Google Translate, friend/family member – and will depend on the area, what area, what language being presented. The range of services being requested are outlined on second page, Mr. Largey provided examples. The biggest batch of referrals Hubs have had is in relation to practical support, and the interpreting challenges for services such as mentoring for example is a more substantial issue than that of a one-off benefits check. This paper covers a 3 month period, so over the course of a year could equate to a couple of hundred families. The Team have used the regular meetings with the Co-Ordinators to pull this information together and can continue to collate on a quarterly basis if members felt this was useful. Mr. Largey advised that we have a new information system in place to try and underpin the work of the Hubs and should be able to collate information more easily going forward. Ms. Diffin felt the paper was very helpful and she would like to continue to track this information. She would have some concerns with regards the 7 out of the 47 that required more focussed work and would also be concerned if services were using family members or children as interpreters in these situations as that will raise further issues. It was also positive to see that some of the services have multi-lingual staff appointed. This information will provide us with a case to highlight any issues to the HSCB in future. Some of the Hubs have used their additional funding this year to cover

some interpreting costs but this was only a small resource and would not cover for the full year.

Action: EIS Team agreed to collate the interpreting data from Hubs on a quarterly/six-monthly basis going forward.

Action: Carol Diffin to follow up and discuss the report with Maxine Gibson following today's discussion, to see if we should continue to track the information or if we need to raise again with CYPSP for a broader discussion.

- Working Group re: Disability – Discussions held previously. Mr. Largey confirmed that there is no initial meeting date as yet. However, it will likely be the 3rd week in September and an email will go out following this meeting. He informed that there is a large amount of angst in relation to a range of disability issues coming from both within some Trust Services, but particularly from community services, Locality Planning Groups and Family Support Hubs with regards Unmet Need. We will discuss all of those issues in the sub-group then bring back to this group for further discussion. Ms. Diffin would welcome nominations from this group to act as Chair of the sub-group. Also, please advise re: nominations of attendees.
- Action 3 and 4 of previous meeting are linked. With regards papers to be circulated – Tracey Wilson had circulated her paper and Avery Bowser circulated his, however these haven't gone out to the group yet. The second point is with regards ongoing discussions between Mr. Largey and Trisha and Trust colleagues re: opening a 'Teams' group to upload all relevant documents and for all Outcomes Group members to have access, e.g. Adoption & Children's Bill, Community Refresh info, ASD, Integrated Care resource, Anti-Poverty Paper and other papers presented to CYPSP etc. This should be in place by next meeting.
- Integrated working based on our learning – preliminary meeting has taken place. Ms. Diffin asked Mr. Largey for any update. Mr Largey advised of work undertaken to date. He also advised that BCC have submitted a motion dealing with the promotion of and Integrated Working Model re: integrated early help and early support framework for families living in Belfast. Quite considerable political interest in it however, not formally shared as yet. Once received by BAOG this will be shared within the next week or two.
- No comments from Family Support Hub Report.
- Elaine Hanna had asked to present to Outcomes Group re: CYPSP Parental Participation Project, however, she was not available today and will be invited to our October meeting. Her presentation has been shared with the group in the meantime.

3. Integrated Working

Ms. Diffin provided an update. There is a lot going on both regionally and at a local level in terms of ideas and thinking re: integrated working and new legislation being introduced in the near future.

- a. Update re BAOG – We had hoped to have completed the design piece on what an integrated project might look like and how we might move forward as part of the community planning agenda. Some preliminary discussions have taken place. Mr. Largey advised that things have not moved forward as much as they would have hoped due to various reasons, e.g. staff leave etc., however some engagement with Living Here Board has continued on behalf of the BAOG as part of the Belfast Agenda Refresh Project. Ms. Taggart will have a broader update on that. Our own pilot work is ongoing with delivery dates extended towards December. We have investment plans in line with the 4 Locality Group to take account of the responses to practical issues on the ground.

With regards more structured work in relation to what integrated early help is offering and how practically to deliver early integration in early help, has been paused for the summer. Government Departments and others are also now getting involved re: what they see integrated future looking like. There are quite substantive things related to this, in the Adoption and Children's Bill and in the Integrated Care Systems consultation that is currently out from the Department of Health. Alongside that, we're awaiting the Community Planning Refresh, and notably for BAOG, a live issue re: families and the lived experiences of families in Belfast being a central part of this and that more Integrated and aligned working will be central to making this work. One of the issues around this is whether that experience for families and children is one of the key pillars on its own for the Council to focus on, or whether it's a cross cutting theme – Mr. Largey noted that probably from the engagements the Trust has had that seems to be probably the most live issue about whether the needs of families, children, young people is a cross cutting theme best addressed in a cross-cutting manner or better addressed as a central pillar. Dates will be set after today for a sub-group meeting. Ms. Diffin has previously fed back to CYPSP and she confirmed they have been interested in our work in this area over the past year or more and are keen to see any learning which can be shared re: our collaborative working, which could be rolled out across the region. She also noted that we are beginning to see a change of thinking across the region with regards this point. Ms. Diffin highlighted that funding is extremely tight at the minute for all organisations and there is no additional funding available. This group will need to do things differently and we can review as a group re: way forward.

- b. Community Planning Refresh – There is definitely a commitment from LHB for us to do the work that we have outlined. There is a further Refresh Session re: jobs, skills and education in next week or two and we have been asked to feed into that group also re: Education perspective, Jackie Redpath is also on that Group.
- c. Integrated Care System – Ms Diffin advised of this interesting development re: idea of integrated care planning. A consultation document is out at minute and Ms. Diffin would be happy to share with the group if not already received. Regional approach, led by Dept. and PHA and moving into 5 local Boards. It will then go down to a locality and community level. The document does not specifically reference families and children. It will be interesting to see how it all connects moving forward and this is an opportunity for us to feed into the consultation. Mr. Largey advised that this will be very relevant to BAOG members going forward – joining up a whole range of services and with a specific commitment to addressing inequalities and poor outcomes. Ms. Largey shared

some of the other commitments and remits of this system and the associated challenges for Belfast and linkages to Belfast Outcomes Group going forward. Ms. Diffin felt that it would be useful for a response to be submitted on behalf of this Outcomes Group to ensure we are connected into the bigger picture going forward. The Trusts will provide a separate response. Julie Jamison attended a meeting this morning re: same, provided an overview and shared that although children and families are not specifically mentioned, that as this a piece of work based on population, all areas of the population will be taken into consideration and would be coming back to CYPSP for input, and committed to connecting with the community and voluntary sector moving forward. There are a number of information sessions coming up. Ms. Cavanagh will be attending the session on Friday and provided some feedback received by the LCGs in relation to same. She felt that although they are committed to involving the community sector, the way in which they will do this has not been fully worked out yet. She would share others' concerns that the learning the Outcomes Group has identified over the last year is not lost as we move forward.

Action: Carol to share the Integrated Care System Consultation and information re: future sessions with members following the meeting. BAOG to submit a formal response – all comments to be provided to Mr. Largey by 17th September for collation.

- d. Adoption and Children's Bill – Ms. Diffin explained that this is due to go out in early autumn, and is much more far reaching than Adoption only. There will be implications in the community with regards how adoption will be accessed, and the new Guardian Orders. This legislation will also bring us into line with rest of UK and there will be more requirements for us re: Care Planning, children in Leaving and After Care Services and also for those children and young people moving through the system into Adoption. Ms. Diffin noted that Belfast has the largest population of LAC in the region and an increased level of need across this population. Ms. McKenna reiterated re: the far reaching ramifications across our LAC population and we will need to consider these implications in terms of service delivery. Mr. Largey highlighted that in addition to these issues, there was a Chapter 3 of this Bill which proposed making CYPSP a statutory body, and he drew attention to pages 68-70 – where it states that the Department is delaying proposals to place the CYPSP on a statutory basis until the various structures he ran through are established, Mr. Largey provided the detail.

4. Locality Planning Group Update

Mr. O'Neill and Mr. Largey provided an update, e.g. re: Summer Scheme, Food Packs, Wi-Fi cards, BCC funding for this year (September to December), challenges re: ending of furlough, decrease in universal credits, counselling moving back to 1:1, anxiety is a significant theme and more referrals re: self-harming children, short-term EA grants but didn't cover anything for staff, ASD/Autism remains a major issue across all groups. Mr. O'Neill has made contact with Natalie Killough, BHSCT and they will be doing a presentation for all of the LPGs.

Mr O'Neill advised that the new LPG Coordinator has been appointed and will take up post in October 2021.

The demand for 1:1 counselling has escalated and most LPGs are reporting to be at capacity and are unable to meet the demand. Mostly referrals from parents.

Some very good initiatives ongoing, Mr. O'Neill provided an overview. Everyone is concerned re: the future re: demands on poverty and implications for families, and ramifications re: housing etc.

Ms. Brennan provided an update following discussions at locality planning groups re: Hubs, and the additional money which was previously received for covid support and was very helpful at that time. As we are coming out of Covid, the Hubs have had a significant increase re: requests from families for practical items and financial support from those families where employment / income / benefits have all been impacted upon by Covid. Also, depending on where children live / their ages, there is very limited support for children of primary or post-primary school age. Ms. Brennan had agreed to raise this point with the Outcomes Group on behalf of the LPG, and enquire if there is something we can do / raise with the HSCB / look at our locality planning funding to provide some additional funds/ support around the Hubs. The next few months are going to be extremely difficult for families, with reduction in universal credits, loss of employment, reduced hours, end of furlough, winter months etc.

With regards the issue re: increase in referrals for 1:1 counselling, she noted that they are provided 2 forms of counselling support i.e. play therapy and art therapy and in fact it has been noticed that in some instances, these children don't actually need this support, it is the parents who need support with regards supporting play with their children. She queried if there is something we can do to address this issue, which will in turn also address the issue of the lengthy waiting list and provide correct support to those children and families.

Action: In terms of funding, Carol Diffin agreed to raise with the HSCB and clarify if any additional support / funding available to address these increased levels of need.

Ms. Diffin asked Mr. Largey if there was any opportunity to scope out / reconfiguration of our funding. Mr. Largey agreed that was an opportunity to do some reconfiguring with the remaining £30k from this year's funding. He reiterated Ms. Brennan's point that there are huge demands emerging across the sector with regards practical and financial support. We won't have the same amount of additional monies available to us going into the winter months this year as we did during the pandemic and there is increased pressures on families. We will have the necessary conversations with all involved to ensure what money we do have available is spent well, but it will not be enough.

Ms. Wilson reiterated Ms. Brennan's points with regards her LPG area. She suggested the need for a skilled triage system for services available to children and families via the Hubs. Ms. Wilson described that 'Play Therapy' is not really available in the East LPG area, however, she did source some Therapeutic Play sessions which is very different and these have been beneficial to the children and parents to engage together. She would hope to use some of the money to put towards these sessions and group sessions. She did say that both of these services are needed, depending on the level of support needed. She also recorded that adult referrals for counselling in her area have also significantly increased and not enough services available.

5. Family Support Hub Update

A report was shared in advance of the meeting with regards Hub activity in the first

quarter and MS. Diffin asked Mr. Largey to pull out the key messages for the group.

The report is fairly self-explanatory and looks similar to previous reports. However, Mr. Largey advised that a key point to note is that we now have a new information system running for Family Support Hubs from the start of this financial year, and are now able to run reports for specific queries and questions raised by the Outcomes Group.

Mr. Largey also noted that the team have been able to ring-fence a small amount of funding from last year and this year to provide some informatics support and have someone in place one day per week doing this informatics work. This report will therefore look very different by time of the next quarterly report.

Mr. Largey provided an overview of the information re: activity contained within the report, with regards referral numbers, services provided, significant increase in activity, more central role re: connecting people / sign-posting professionals, presenting issues, age bands, summary analysis, huge amounts of work being done to support families despite challenges related to the pandemic, increase in thresholding queries, significant capacity issues re: behavioural management support and ASD/Autism support, availability of help reducing / service gaps highlighted, various training activity provided. There was some discussion with regards the referral figures for 0-4 year olds, access to SureStarts and significant increase re: 5-11 year old age group and whether there should be some further discussion to look at addressing this and understand the picture. Mr. Largey hopes to be able to provide more in-depth breakdown of the figures for the next report.

Ms. Diffin also noted that she would be keen to understand the considerable figures re: re-referrals into the Hubs. Mr. Largey explained there are a number of reasons, i.e. families coming back looking for practical help but mostly re: ASD or behavioural issues and episodic support. Also, sometimes re-referrals due a previous positive experience with the Hubs and we would encourage this with families, instead of waiting for longer and until the issues get to a much worse situation that they need statutory intervention.

6. ASD Update

This issue has been flagged up and discussed at previous meetings. Ms. Walsh had also sent the Chair a copy of a letter which she has received from a number of the Chairs of the Family Support and supported by a number of other organisations. She had wanted to table the letter at today's meeting for discussion. It is around the challenges people are experiencing currently, through the extensive waiting lists within the statutory services and growing concerns re: pressures in the ASD population and children awaiting assessment. Ms. Walsh wasn't able to attend today's meeting so MS. Diffin will clarify with her what action she would like with regards the letter.

Ms. Diffin and Mr. Largey have had some discussions and agreed that we may need to hold a specific session focussed on this matter given it has been raised so often by members.

Ms. Diffin advised that there are also some separate pieces of work ongoing, i.e. the EIS Team's work with the new Informatics Support. There is also the Emotional Health and Wellbeing Framework that has been disseminated to the Trusts for discussion, Ms. Diffin had hoped to share with this group, however, she is awaiting approval to do so

from the Board and will share in due course along with explanation re: what is happening within the Trust, from the Service and how they are addressing the waiting list issues and particularly with regards the impact of Covid. Ms. Diffin suggested inviting Kris McKeever again to a future meeting.

Mr. Largey advised that he had hoped to have held the initial Disability Sub-Group meeting before our meeting today but this was not possible. He confirmed that following today's meeting, he would send out an email with potential dates in advance of the next meeting. He also confirmed that the EIS Team is also meeting with the ASD Service in advance of the sub-group meeting re: enhancing early intervention supports. The EIS Team will also provide a report to the sub-group meeting outlining the breakdown of the Belfast ASD waiting list by age, gender and locality planning group area. Alongside that, the Department's Emotional Health and Wellbeing Framework is out, as referenced by Carol earlier, which makes big commitments in theory re: establishment of early intervention teams and approaches in relation to both ASD matters and children's emotional wellbeing, e.g. CAMHS, anxiety etc. and we hope that this paper will be available for circulation to the sub-group also. This would mean that we should be able to have a very well-informed debate at a focussed session in near future, about the pressures and potential responses and supports that are needed. Members agreed.

Action: Outcomes Group meeting on 26th October to be extended by 30 mins at beginning for a focussed discussion re: ASD/behavioural issues, way forward and feedback from Disability Sub-Group meeting.

Action: Carol Diffin to invite Kris McKeever and Natalie Killough to attend for extended section of next meeting.

7. Any Other Business

Ms. Diffin recapped that all of our discussions today have highlighted the current pressures and the challenges being faced going forward over the next few months. She committed to feeding back issues in the Trust and see if any additional support available. She would urge the other statutory members to do the same within their organisations.

8. Dates of Future Meetings

Date:	Time:	Venue:
Tuesday 26 th October 2021	2.00 p.m.	MS Teams
Thursday 9 th December 2021	9.30 a.m.	MS Teams