

**BELFAST OUTCOMES GROUP MEETING**  
**Via MS Teams**  
**Friday 12<sup>th</sup> February 2021 at 9.30 a.m.**

<b>Name</b>	<b>Organisation</b>	<b>Present</b>	<b>Apology</b>
Ms. Carol Diffin (Chair)	Belfast HSC Trust	✓	
<b>Statutory Sector</b>			
Mr. Paul O'Neill	Early Years, Belfast HSC Trust	✓	
Dr Michael Murray	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		✓
Ms. Patricia Muldoon	Youth Justice Agency		✓
Ms. Marie Cavanagh	HSCB Belfast Local Commissioning Group	✓	
Ms. Natalie Killough	Parenting Coordinator, BHSCT		✓
Ms. Wendy Pollock	Chief Inspector, PSNI		✓
<b>Community Sector</b>			
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.	✓	
<b>LPG Chairs</b>			
VACANT	East Belfast LPG		✓
Ms. Deirdre Walsh	West Belfast LPG	✓	
Ms. Natasha Brennan	South Belfast LPG	✓	
Ms. Katrina Newell	North Belfast LPG		✓
<b>Voluntary Sector</b>			
Mr. Peter Bryson	Save the Children		✓
Ms. Caroline Rutherford	Extern		✓
Mr. Martin Walls	Guide Dogs	✓	
Avery Bowser	AFC	✓	
<b>Partnership Sector</b>			
Mr. Jackie Redpath	Belfast Strategic Partnership		✓
<b>In Attendance</b>			
Ms. Una Casey	CYPSP Support	✓	
Mr. Martin Sloane	Locality Planning Group Coordinator		✓
Ms. Maxine Gibson	CYPSP	✓	
Mr. Declan Davey	Obo Patricia Muldoon YJA	✓	
Mr. Israel Hontavilla	BCC	✓	

## Summary of Actions:

	<b>Topic</b>	<b>Action</b>	<b>Responsibility</b>
1.	Regional Interpreting Service	<ul style="list-style-type: none"> <li>EITP Service to liaise with FSH Coordinators and will pull some data together over a 3 month period, re: 2 issues – requirements re: initial contacts/signposting and requirements re: early help interventions and what cannot be provided.</li> </ul>	Gerry Largey
2.	Education	<ul style="list-style-type: none"> <li>Caroline Karayiannis to provide update re: EA range of initiatives re: devices, connectivity issues, parental capacity for circulation to the group/FSH/LPG</li> </ul>	Caroline Karayiannis
3.	Tier 3 Guidance	<ul style="list-style-type: none"> <li>Sharing of this guidance – brought forward from previous meeting.</li> </ul>	Caroline Rutherford
4.	Previous Minutes	<ul style="list-style-type: none"> <li>Trisha to amend Ms. Cavanagh from absent to present</li> <li>Trisha to send Sarah Meekin's contact details to Martin Walls</li> </ul>	Trisha
5.	CYPSP Disability Sub-Group	<ul style="list-style-type: none"> <li>Ms. Gibson will update at the meeting on whether the sub-group will be re-instated.</li> </ul>	Maxine Gibson
6.	EA / Transition Support	<ul style="list-style-type: none"> <li>Ms. Diffin to invite Nicola Topping to our next meeting.</li> </ul>	Carol Diffin
7.	Disability Paper / Working Group	<ul style="list-style-type: none"> <li>Working Group to be set up to scope out pieces of work that can be achieved by the Outcomes Group. Ms. Diffin to email out seeking nominations. From Trust, possibly Natalie Killough, Gerry Largey and a rep from CWD Service tbc</li> </ul>	Carol Diffin
8.	LHB / Working Group	<ul style="list-style-type: none"> <li>Working Group to be set up. Ms. Diffin to email out seeking nominations.</li> </ul>	Carol Diffin
9.	Anti-Poverty / Survey Results	<ul style="list-style-type: none"> <li>Ms. Wilson to share the feedback from their recent survey with parents on outcomes with Mr. Largey and the wider group.</li> <li>Mr. Bowser to share feedback re: case studies completed and re: their spend across Belfast</li> </ul>	Tracey Wilson  Avery Bowser
10.	LPG Coordinator Post	<ul style="list-style-type: none"> <li>Ms. Diffin to inform the group once the post is up on HSC Recruit</li> </ul>	Carol Diffin

<b><u>Action</u></b> <b><u>by:</u></b>	
	<p><b>1. Welcome, Introductions and Apologies</b></p> <p>Ms. Diffin welcomed everyone to the meeting, a round of introductions were made and apologies were noted, as above.</p>
	<p><b>2. Minutes and Matters Arising from last meeting of 12<sup>th</sup> January 2021 and 1<sup>st</sup> December 2020</b></p> <p>Ms. Diffin ran through the actions of the previous meetings.</p> <p><b>01.12.2020:</b></p> <ol style="list-style-type: none"> <li>1. Regional Interpreting Service – Ongoing. Ms. Gibson provided an update. She has been trying to gather more information re: this service and she explained re: the issues around commissioning – service users must be referred via statutory agencies and also require to have a Health &amp; Care Number. Particular issues raised for Family Support Hubs and Outcomes Group as Community and Voluntary Sector partners cannot book directly with this Service. Ms. Gibson is following these issues up with BSO in terms of commissioning issues and there may be capacity to make an amendment to the contract. This has not been as much of an issue across the region. Ms. Diffin noted that this issue does cause some challenge for BAOG, as there is a high level of self-referral to the Belfast Family Support Hubs and the whole concept of the Hubs is not to have statutory involvement, but rather keep involvement at a local level. Members voiced some concerns re: the current long-winded approach – unable to resolve simple issues quickly, and also re: the high costs associated. There was discussion re: way forward, i.e. speak to FSH Coordinators, scope out, liaise with BSO re: issues etc.</li> </ol> <p><i>Action: EITP Service to liaise with FSH Coordinators and will pull some data together over a 3 month period, re: 2 issues – requirements re: initial contacts/signposting and requirements re: early help interventions and what cannot be provided.</i></p> <ol style="list-style-type: none"> <li>2. LHB / Community Planning / Working Group – Ongoing. Action to be taken forward following today's meeting. Cate Taggart, Israel Hontavilla and Gerry Largey have met and are very focussed on the Action Plan and will send invites out for the Working Group.</li> <li>3. Education – Ongoing. Carried forward: Nicola Topping to be invited to the next Outcomes Group. Ms. Karayiannis provided an update. She signposted the group to the Education Restart website which has some very detailed information and support. Some critical services within EA, such as Mental Health services, have continued throughout the pandemic and there are consultations with young people every 6 weeks which provides some very interesting feedback. There is a lot of work ongoing in the background. Children of essential workers continue to attend school. EA are trying to ensure the best outcome for all children.</li> </ol>

Following observation from Mr. Largey re: huge amount of additional activity within EA and other organisations to address the digital poverty agenda re: devices, connectivity etc., Ms. Karayiannis agreed to provide an update for circulation.

With regards the issues of Special Education Needs and non-attendance at school, Ms. Diffin suggested picking this up further down the line. She enquired whether schools were measuring how many children were engaging in online learning. Ms. Karayiannis advised that the schools are measuring online attendance and explained re: daily registering via Google Classroom. She added that digital poverty has been a considerable issue for EA and work is ongoing re: this matter. Youth Centres are open for vulnerable children – if anyone has a concern, they can link directly with the Youth Centres and one of the Youth Workers can do a specific programme for targeted children (not home-schooling, small group work).

Members voiced some opinions and experiences at this point, e.g. children's anxieties re: returning to school and joining various bubbles, this lockdown considerably more difficult for children and parents in terms of home-schooling and added pressures for families, more support needs for parents and families, increase in play therapy referrals – quadrupled. Ms. Gibson advised that there is a CYPSP meeting next week and one of primary priorities for discussion is Education – there will be recommendations for CYPSP to take forward and EA will be presenting. She hopes that the content of discussion at that meeting will pan out some of the issues raised here at Outcomes Group re: recovery going forward and support etc. Ms. Gibson will provide a further update following the CYPSP meeting. Mr. Hontavilla added that there has been a lot of discussions re: the academic aspects and caring functions re: home-schooling / non-attendance, but that something which is not discussed as much is the Psychological aspect and impacts on the children and young people. There is a massive operation ongoing to try to use the Summer Schemes as a form of Psychological respite for children and young people, 'Psychological Safe Space'.

*Action: Caroline Karayiannis to provide update re: EA range of initiatives re: devices, connectivity issues, parental capacity for circulation to the group/FSH/LPG.*

4. Staff Wellbeing Resources – Completed. Dr. Meekin had compiled a modified version of the resources and these have been shared. There is also access for all to the Bwell app via the Belfast Trust website and information available on the CYPSP website also.
5. ASD / Disability Paper – Ongoing. Extraordinary meeting was convened in January and on agenda for discussion today.
6. CYPSP Paper re: Regional priorities – Ongoing. Circulated and on agenda for discussion today.
7. QUB Paper – Completed. Circulated from Martin Sloane.
8. Tier 3 Guidance – Ongoing and carried forward action for Caroline Rutherford to share guidance.

9. CYPSP Website – Completed. Members had been reminded to contact Una Casey

*Action: Trisha to amend Ms. Cavanagh from absent to present.*

**12.01.2021:**

1. Comments re: funding / monitoring rounds – Completed.
2. Meeting between Mr. Walls and Dr. Meekin.

*Action: Trisha to send Sarah Meekin's contact details to Martin Walls.*

3. Meeting between Mr. Walls and Ms. Diffin – Date in diary
4. Survey Monkey re: Disability Paper priorities – Completed by Una Casey and on agenda for discussion today. Ms. Diffin thanked Ms. Casey for her work on the survey and the report.

The minutes of both meetings were signed off as an accurate record (following one small amendment as above).

**3. Our Journey Through Disability – Update re: Survey**

Ms. Diffin provided background info – from our meeting in January and agreed action re: circulating a survey. 28 responses were received from across Community, Voluntary and Statutory agencies, parents and carers, and children and young people.

Ms. Casey has highlighted the top 5 priorities from the survey results (see table below) and provided a paper for today's meeting. Ms. Diffin outlined same and advised that this group will need to discuss what we need to do / are able to do from an outcomes perspective.

*2: Parents support a person-led approach where services place an individual and their family in the centre, assess need and build services around the family accordingly.*

*3: The Group recommends a legislative change regarding the process for transitioning to adult services. This should be on the basis of development rather than chronological age. Transition planning between children and adult services should commence at least 5 years before it occurs. The role of a key worker is of vital importance and families need more support initially at the start of their journey.*

*4: Health and education services need a more joined-up approach in terms of statementing, therapies and transitioning. This includes effective communication across Allied Health Professionals recognition from services of the medical, social and educational models.*

*5: Family require a single point of contact from an early stage of diagnosis of disability for their child. This role should co-ordinate the process of services for families to inform and signpost to services and local support.*

*7: Families require good communication. Whether formal diagnosis of disability or undiagnosed additional need, parents would like information on what they should expect from services and a timeline where appropriate.*

Considerable discussion ensued between the members re: each of the points:- transitioning – historical issues, involve schools, re-focus, needs to be more accessible to families and parents, simpler language; social work – promoting and improving; co-production piece of work / working group suggested to scope out the priorities involving parents and carers; joined up Health & Education – legislation in place, SEN legislation being refreshed, liaise with parents and carers regularly, small working group suggested to develop lobby papers / give clearer voice to service users and parents with good links to ASD, Education and Stakeholders; top 5 priorities could have been predicted on basis of previous gaps/work.

Following a query, Ms. Gibson advised that the Transitions Sub-Group under CYPSP was superseded by an operational group during the pandemic and that a Learning Disability Framework is currently being developed and the first draft is currently available. There is ongoing work with Parents and Service Users and the CYPSP plans to re-instate the Disability Sub-Group to encourage the work of the Learning Disability Framework and the Emotional Health & Wellbeing Framework. Ms. Diffin stated that this group will need to keep updated re: this and look at where we fit in with that work. Ms. Karayiannis advised that EA has a dedicated Transition Support Team of 10 staff, for age group 14+ and that it will be important to link in with them also. This team sits under Nicola Topping.

*Action: Ms. Gibson will update at the meeting on whether the sub-group will be re-instated.*

*Action: Ms. Diffin to invite Nicola Topping to our next meeting.*

Mr. Bowser suggested it would be good to link in with the DoH Therapeutic Group for Children and Young People, Tom Teggart is leading on a more holistic plan.

With regards comments re: language used, Ms. Wilson suggested drafting up a guide for parents re: what they should expect when embarking on a disability journey, e.g. who involved, what journey will look like, expectations etc. Need to work on communication skills and build on working better with families – this will lead to better outcomes for families. Mr. Walls agreed that this period of diagnosis can be traumatising for families and they find it difficult to understand and process some of the information. He noted that there are other models/guidance available which could be reviewed.

Issues were raised re: the significant amount of self-referrals for behavioural issues to Family Support Hubs by parents who were self-diagnosing children with ADHD/ASD etc. Support is needed for these parents. There is too much mis-information available online. A lot of these behavioural issues may actually be as a result of being in lockdown. Ms. Diffin noted that this was Dr. Meekin's and Mr McKeever's point at our previous meeting – re: not everyone getting a diagnosis but services need to be able to ensure some early intervention work and signposting.

*Action: Working Group to be set up to scope out pieces of work that can be achieved*

*by the Outcomes Group. Ms. Diffin to email out seeking nominations. From Trust, possibly Natalie Killough, Gerry Largey and a rep from CWD Service.*

#### **4. Anti-Poverty Update**

Mr. Largey circulated a paper to the group in advance of the meeting re: work undertaken on behalf of Belfast Outcomes Group along with BCC, Ms. Taggart and Mr. Hontavilla, and partner agencies re: the In-Year Adhoc Covid Response Activity. He provided an overview of the paper re: background, funding streams, opportunities and issues, the mandate for work, additional support identified by LPGs and delivery of same, an outline of each of the activities and practical support provided, and the learning for the Outcomes Group. Full detail is within the paper. The LPG Chairs had an active role throughout the whole process.

Mr. Hontavilla was also able to provide some additional information re: the food package supports and excellent connectedness between all of the organisations providing support. He described the experience as challenging at times, but overall it was a fantastic experience and the many volunteers were amazing.

Mr. Largey added that the BCC worked very hard to make the contracts work around Locality Planning Groups. He noted that the contracting organisation holds the money therefore the spend can only happen with the approval of the LPGs; huge amount of process involved and huge amount of work done to try and make the process as easy as possible, LPGs have been the champions of this process. Mr. Largey welcomed any comments or query regarding the process.

Ms. Diffin commented that this has been an excellent piece of work with lots of learning. LPG Chairs have been amazing taking this forward and excellent re: members working together. She gave her wholehearted thanks to all. This couldn't have worked without the Chairs, Community Groups and Organisations.

Ms. Walsh admitted that it has been a struggle but it has been a great opportunity for partnership working and she would hope that this can continue after March 2021. The community pulled together well and it is great to have acknowledgement of this good work.

Ms. Casey also congratulated the LPGs re: their hard work and noted that it was great to see recognition for them, and great to see joint-commissioning and joint-working.

Ms. Diffin mentioned the issue re: funding year ending each March and that it is not yet clear if there will be any additional funding going into next year. If there is then the group will need to discuss how to take this forward from April. A meeting is to take place with DfC and funding could be placed this on the agenda. She would be keen to continue conversations once funding becomes clear and also to capture the learning and asked Mr. Largey re: his thoughts. He hoped that his paper could be used to begin to flesh out with each of the agencies and LPGs to look at learning. Discussion will also be required with DfC and Community Planning forum as well as here at Belfast Outcomes Group.

Ms. Wilson provided an update re: practical feedback on the group re: the baby bags and food delivery programme. There has been excellent collaborative working and she

is excited see what this looks like going forward. The main issue would be receiving last-minute funding with tight timeframes which can be very challenging.

Ms. Diffin enquired if outcomes will be captured as part of the framework. Mr. Largey advised there would be a couple of possibilities – a light touch in terms of activity but also some qualitative information.

Ms. Cavanagh raised a couple of points: 1. Learning issues re: how to embed learning, positive aspects of collaborations, added value of community and voluntary sector; 2. Funding – tight timeframes and 3. The Post-March situation – need to think very carefully as the next 12 months will be very challenging.

With regards monitoring and evaluation, Mr. Hontavilla advised that they cannot bombard the organisations with considerable admin processes following all of their hard work. BCC will only be asking for some minimum information re: numbers and receipts. They would like to pay more attention to the impacts and outcomes.

Ms. Wilson advised that they have been using a simple survey monkey with parents in relation to outcomes and have been provided with some fantastic information. This process is not difficult and would not put any significant pressure on delivery. It would be a good idea if this was circulated centrally.

Mr. Bowser noted that it was very interesting to see all the funding received and how this has been used. He explained re: his organisation and what actions they took in relation to food packages, digital poverty, access for disabled people etc.

*Action: Ms. Wilson to share the feedback from their recent survey with parents on outcomes with Mr. Largey and the wider group.*

*Action: Mr. Bowser to share feedback re: case studies completed and re: their spend across Belfast.*

## **5. Needs Analysis Paper**

Ms. Casey advised that the Info Team has been working on this for all groups and will be of use, when this group has an Action Plan in place. Ms. Diffin asked if there were any questions.

Mr. Largey made comments re: the next year, that it will be challenging operationally re: Family Support Hubs, Action Plan work and structural issues. With regards needs analysis, there have been long-standing gaps and the pandemic has added a new layer of issues on top of these. There will be challenges re: what this group can do and what long-term action planning will look like.

Ms. Diffin advised of the regional priorities – poverty, fuel, food, digital poverty etc. will all be on the list for the upcoming year and beyond, and she stated that it would be helpful for the Belfast Outcomes Group to discuss our focus for next year. Ms. Walsh added that poverty has been a considerable issue for a long time but the pandemic has highlighted it now – we will need to look at mental health issues arising from this and keep this matter to the fore-front. Members agreed that poverty was a huge priority across Belfast and provided examples.



## 6. Family Support Hubs – Update

Mr. Largey informed that Lorraine Brennan, EITP Team pulled together this update report, a copy of which circulated in advance of the meeting. Mr. Largey provided an overview of the paper and outlined each section, e.g. referral numbers, reasons for referral, increasing numbers re: ASD/ADHD and behavioural issues, referral sources, emerging issues, gaps, new families presenting, different types of services required, focus on early intervention becoming more important, more partnership working.

Full detail is within the paper which will help to inform re: next year's activity. We may need to think about practical support from Outcomes Group and how this links in with neighbourhood renewal. Ms. Walsh agreed but also noted that people need to be reminded that the Family Support Hubs are for Tier 2 families only. Ms. Diffin agreed this was an important message, we need to ensure the right families go to the right place in a timely way. Ms. Wilson reiterated all points and highlighted that the understanding was that the Hubs were to be a mechanism to connect organisations on the group and to get a collaborative link between statutory and community organisations. The worry would be, that the FSHs would begin to only give out practical support.

Discussions ensued re: the increase in practical support currently being provided by the Hubs and the need to ensure core programmes are in place and running in parallel to this support, and also the need for any additionality. Mr. Largey provided an update re: additionality, his discussions with Contractors and the use of any underspend to address this issue – this will be invoice based, home-visiting type supports, mentoring, ASD/Disability. There will be significant pressure on all of our core programmes. Ms. Diffin suggested more detailed offline discussions to come up with ideas.

Members raised their own issues re: funding for next year which will require further discussion, frustrations across voluntary sector, lack of certainty. Mr. Largey noted that some of these issues can be addressed within their community planning discussion with DfC re: action planning and neighbourhood renewal.

Ms. Diffin recognised the huge amount of extra work being undertaken by organisations and huge amount of work achieved over the past year which is a credit to all organisations and added that our work will be really important going forward but we need to also be realistic re: achievability.

## 7. Any Other Business

- LPG Coordinator Post: This will be advertised as a permanent post and will open to all who meet the criteria. There has been some delay due to Covid.

*Action: Ms. Diffin to inform the group once the post is up on HSC Recruit*

- Ms. Gibson noted that it is timely for Belfast Outcomes Group to link strategically to wider business. There have been a lot of useful discussions and information at today's meeting and it will be very important to feed this information into the Annual CYPSP report and also into the 3-Year Plan. Ms. Gibson will discuss further with Ms. Diffin. She noted that the joint-commissioning work has also been very impressive to learn and will be a lesson to the other Outcomes

	<p>Groups. She will pull all info together and feed back to CYPSP and other Outcomes Groups.</p> <ul style="list-style-type: none"> <li>• Next meeting is 15<sup>th</sup> April – Trish to check this date suits majority. 10<sup>th</sup> June does not suit Carol – to be changed to 15<sup>th</sup> June at 2pm.</li> </ul>
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## 8. Dates of Future Meetings

Date:	Time:	Venue:
Thursday 15 <sup>th</sup> April 2021	9.30 a.m.	MS Teams
Tuesday 15 <sup>th</sup> June 2021	2.00 p.m.	MS Teams
Tuesday 31 <sup>st</sup> August 2021	2.30 p.m.	MS Teams
Tuesday 26 <sup>th</sup> October 2021	2.30 p.m.	MS Teams
Thursday 9 <sup>th</sup> December 2021	9.30 a.m.	MS Teams