

## Integration Joint Board 1<sup>st</sup> May 2025

**Subject :** **Director's Report**


**Purpose :** This report is for **awareness** to advise members of North Ayrshire Integration Joint Board (IJB) of developments within North Ayrshire Health and Social Care Partnership (NAHSCP)

**Recommendation :** IJB members are asked to note progress made to date.

<b>Direction Required to Council, Health Board or Both</b>	Direction to :-	
	1. No Direction Required	X
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

<b>Glossary of Terms</b>	
NHS AA	NHS Ayrshire and Arran
IJB	Integration Joint Board
HSCP	Health and Social Care Partnership

<b>1.</b>	<b>EXECUTIVE SUMMARY</b>
1.1	This report informs members of the Integration Joint Board (IJB) of the work undertaken within North Ayrshire Health and Social Care Partnership (NAHSCP), nationally, locally and Ayrshire wide.
<b>2.</b>	<b>BACKGROUND</b>
2.1	This report provides IJB with up to date information on recent activity across the HSCP since the last IJB. The report will also provide COVID related information by exception.
<b>3.</b>	<b>CURRENT POSITION</b>
	<b><u>National Developments</u></b>

3.1	<p><u><a href="#">Keeping Children Safe in Scotland</a></u></p>
	<p>As some maybe aware the Scottish Government have recently launched their new child protection resource called ‘Keeping children safe in Scotland’. This will be available at the following link <a href="https://childprotection-resource-scotland.co.uk">https://childprotection-resource-scotland.co.uk</a></p> <p>‘Keeping children safe in Scotland’ is an online resource that provides guides to child protection processes for children, young people and families who may become involved in the child protection process either directly as a child or parent/carer or as a member of the wider family, and for those who may be supporting a child. Although the guides can be accessed directly by children, young people and families, we would expect practitioners to support them when accessing the guides. Downloadable versions of the guides are also available to enable people to print off to read.</p>
3.2	<p><u><a href="#">Suicide Prevention Campaign and Website</a></u></p>
	<p>On 16<sup>th</sup> April 2025, a new national suicide prevention public awareness campaign and a new national suicide prevention website was launched by Suicide Prevention Scotland. The campaign features four members of the Suicide Prevention Scotland Lived and Living Experience Panel and is predominantly targeting messages towards adults, however, may also attract the attention of young people.</p>  <p><b>Suicide Prevention Scotland.</b> <small>Working to deliver Creating Hope Together</small></p>
	<p>Suicide Prevention Scotland's new website will provide information and key links to a range of centralised resources to support people experiencing thoughts of suicide, those who are worried for someone else or for those who have been bereaved by suicide.</p> <p>In the coming weeks, a further section for professionals will be launched as part of the next phase of the website’s development.</p> <p>As well as the webpage, Suicide Prevention Scotland will launch new social media channels on Facebook, Instagram and LinkedIn, in addition to existing channels on X, YouTube, Medium, and Podbean. The website and social media channels are designed to increase visibility and action on suicide prevention and so may also lead to increases in help seeking/ presentations.</p>
3.3	<p><u><a href="#">Audit Scotland Report – Primary Care</a></u></p>
	<p>Audit Scotland published their report on 27<sup>th</sup> March 2025 on primary care <a href="https://audit.scot/news/gp-plan-failing-to-deliver">https://audit.scot/news/gp-plan-failing-to-deliver</a> with the headline that the plan is “failing to deliver”. The Key messages within the report include:</p> <ul style="list-style-type: none"> <li>• Recognition of the role of general practice in relation to growing health demands and complexity, in a context where GP numbers are declining and concerns about access are increasing</li> </ul>

- Good analysis of the financial position including the (reducing) share of total NHS spend going to general practice
- Concern about delays or inadequate implementation of key 2018 contractual commitments, including across the full range of MOU priorities, premises commitments (sustainability loans and lease transfers) and support for clusters.
- Recommendations including a clearer delivery plan and clearer direction of travel to set out what is expected and deliverable.

A local position statement on the report is being co-ordinated by East HSCP and will be shared with IJB members once available.

### **North Ayrshire Developments**

#### 3.4 **Appointments**

Following successful recruitment exercises, North HSCP has welcomed some new members to the management team. Lindsay Collins has been appointed as Senior Manager (Long Term Conditions) to replace Karen Turner who recently retired. Ailsa Weir commenced as Senior Manager (Island Services) to replace Ruth Betley who has also retired and Annie Johnson has been appointed as the new Principal Manager (Business Support) and will commence mid-June 2025, replacing Julie Davis who leaves mid-May 2025.

#### 3.5 **Money Smart Launch**

Our welfare rights and debt advice service for North Ayrshire residents will relaunch as 'Money Smart' on **Thursday 1 May**.

The service incorporates the former Money Matters and Welfare Reform Advice teams, and will provide free, confidential and impartial welfare rights advice for all North Ayrshire Council tenants and a range of non-Council tenants (eligibility criteria applies).



**Accessing our services**  
You can get in touch with Money Smart by:

- Calling 01294 310000 (choose option 3)
- Emailing [moneySMART@north-ayrshire.gov.uk](mailto:moneySMART@north-ayrshire.gov.uk)
- Visiting [www.nahscps.org](http://www.nahscps.org) and using the online Money Smart contact form

Our opening hours are 9am to 4.45pm, Monday to Thursday, and 9am to 4.30pm on Fridays.

**Additional providers of financial inclusion services**  
Welfare Rights and Financial Wellbeing (For Housing Association Tenants):

- Cumningshame Housing Association: Call 01294 927055, email [FD@cumsham.org](mailto:FD@cumsham.org) or visit [www.cumningshamehousing.org/financial-wellbeing/](http://www.cumningshamehousing.org/financial-wellbeing/)
- Cairn/ANCHO Housing Association: Call 0800 990 3405 or visit [www.ancho.co.uk/](http://www.ancho.co.uk/) [inquiries@ancho.co.uk](mailto:inquiries@ancho.co.uk) and [www.ancho.co.uk/tenants-and-homeless-tenants](http://www.ancho.co.uk/tenants-and-homeless-tenants)
- Riverside (Irvine) Housing Association: Call 0948 112 8600

**Welfare Rights and Debt Advice:**

- CHAP: Call 030 0002 0002, email [enquiries@chap.org.uk](mailto:enquiries@chap.org.uk) or visit [www.chap.org.uk/](http://www.chap.org.uk/)
- Citizens Advice Scotland: Call 0800 029 1106 or visit [www.cas.org.uk/speotlight/scotland/citizens-advice-helpline](http://www.cas.org.uk/speotlight/scotland/citizens-advice-helpline)
- DayChange Debt Charity: Call 0800 138 1111 or visit [www.daychange.org](http://www.daychange.org)

**Community Banking | Credit Union Services:**

- 1st Alliance Community Bank: Call 01294 55123, email [info@1stallianceayrshire.co.uk](mailto:info@1stallianceayrshire.co.uk) or visit [www.1stallianceayrshire.co.uk](http://www.1stallianceayrshire.co.uk)

**Money Smart**  
Welfare Rights and Money Advice in North Ayrshire

Debt and money advice is also available for North Ayrshire Council tenants via the service, as well as non-Council tenants who meet the eligibility criteria and who are receiving welfare rights advice from Money Smart.

#### **What is Money Smart?**

Money Smart is the name of North Ayrshire Health and Social Care Partnership's new financial inclusion service, incorporating the former Money Matters and Welfare Reform Advice teams.

Our specialist welfare rights and debt advisers provide free, impartial and confidential advice and support to ensure you receive your full, legal entitlement to benefits.

Our services are available to the following priority groups:

- All North Ayrshire Council tenants
- Non-council tenants (i.e. housing association tenants, those living in private lets or owner occupiers) who:
  - Are engaged with and referred by Health and Social Care Partnership services, NHS, North Ayrshire Council and third sector agencies - eg foodbanks, Citrus or Women's Aid
  - Have dependent children or are pregnant
  - Have a disability
  - Are carers
  - Are from minority ethnic backgrounds

For North Ayrshire residents who DO NOT fall into the above priority groups, please see the back of this leaflet for contact details of other providers of welfare rights and debt advice.

#### **Our services include:**

- **Welfare Rights Advice:**
  - Completing benefits checks and confirming the benefits you are entitled to
  - Help to make a claim for benefits including Universal Credit, other DWP and Social Security Scotland benefits
  - Help to dispute benefits decisions and sanctions
  - Provide appeal representation at tribunals
- NEW:** All residents accessing welfare rights advice, who also need help with debts, will be able to receive debt advice from Money Smart.
- North Ayrshire Council tenants can also access:
  - **Money and Debt Advice:**
    - Advice and support with debts, including rent and council tax arrears
    - Negotiating affordable repayment plans and help with insolvency options such as bankruptcy
    - Budgeting advice
    - Help with Discretionary Housing Payments
    - Help to access crisis support and other grants
    - Help with banking
    - Advice on housing options
    - Under-occupation charges
    - Digital support

#### **Money Smart in partnership**

The Money Smart team is part of North Ayrshire Health and Social Care Partnership.


We receive referrals from health and social care colleagues including NHS Ayrshire & Arran, GPs, health visitors, social workers, community link workers, nurses, alcohol and drug workers, and the Macmillan Cancer Support team.

We also accept referrals from other agencies such as North Ayrshire Council Housing and Customer Services, schools, Citrus Energy, North Ayrshire foodbanks and community leaders.

Additionally, we can refer you on to other services for wider needs as required.

Money Smart is a member of the North Ayrshire Financial Inclusion Partnership.



	<p>Information on the NAC and NAHSCP websites will also be updated on the launch date to reflect the changes, and new print materials will be issued to services and partners in the coming weeks.</p>
3.6	<p><u>Survey on Views of Young People on Services</u></p>
	<p>NAHSCP is currently seeking the views of young people on our services, and we are reaching out to teams to ask for your support in engaging with young people in our communities.</p>
	<p>As we work to better understand the perspectives and needs of young people, it is vital that their voices are heard through our <a href="#">online survey</a> with any young people you work with, allowing them the opportunity to share their views and experiences with us.</p>  <p>Links to the survey will be shared on the NAHSCP and NAC Youth Services social media channels, and in-person engagement will also take place over the coming weeks at Joint Youth Cabinet and through youth work provision.</p> <p>The data collected will be used in our Locality Planning process and our review of the Children's Services Plan.</p>
3.7	<p><u>Digital Inclusion Survey</u></p>
	<p>North Ayrshire Learning Disability Service is currently working with the Scottish Commission for People with Learning Disabilities (SCLD) and Scottish Care on a government-funded project addressing digital inclusion.</p> <p>The project currently involves a Care Connector, a role developed by Scottish Care and Glasgow School of Art, working in North Ayrshire to map and build on existing efforts to support digital inclusion generally - and specifically in relation to people with learning disabilities. Ultimately, the project aims to create a replicable, design-led model and resources to tackle digital exclusion sustainably and inclusively.</p> <p>To support this work, the project team has developed a brief questionnaire, designed to gather information about people's current awareness of and involvement in digital inclusion activity, and any experience or support needs they may have in relation to digital inclusion support for people with learning disabilities. The survey, <a href="#">which you can complete online</a>, is relevant for all, whatever your current level of involvement in such activity.</p>

	While the project as a whole has a focus on people with learning disabilities, it is anticipated that the outputs could have relevance to other marginalised groups.
3.8	<u>Open Day for Unpaid Carers – Moving and Handling</u>
	<p>Our Moving and Handling Team is holding an open day for unpaid carers on <b>Wednesday 11 June</b>, from 10am to 3pm at the Castlevue Hub, 97 Glasgow Street, Ardrossan.</p> <p>The event will showcase the support available to carers from a wide range of organisations, including dementia support services, Scottish Fire &amp; Rescue, SP Energy Networks, AILN, Lemon Aid, and many more.</p> <p>No booking is required, those interested can just drop in on the day at a time that suits. Free refreshments will also be available.</p> <p>Our Castlevue Hub are also running ongoing Moving and Handling information sessions for families and carers, to provide the skills and advice to families and carers in supporting their loved ones at home confidently and safely. Places are publicised and booking is required.</p>
<b>4.</b>	<b>IMPLICATIONS</b>
4.1	<u>Financial</u> None
4.2	<u>Human Resources</u> None
4.3	<u>Legal</u> None



4.4	<u>Equality/Socio-Economic</u> None
4.5	<u>Risk</u> None
4.6	<u>Community Wealth Building</u> None
4.7	<u>Key Priorities</u> None
<b>5.</b>	<b>CONSULTATION</b>
	No specific consultation was required for this report. User and public involvement is key for the partnership and all significant proposals will be subject to an appropriate level of Consultation.

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Appendices  
 Nil