Subject:	**Co-creating Libraries for Health and Wellbeing -** building the role of libraries into the emerging locality multi-disciplinary partnership teams
Purpose:	Seek IJB approval and support for the implementation of an expansion of the librarian role into the emerging locality multi-disciplinary teams. This project will be developed until June 2020 with plans to scale-up nationally by December 2020.
Recommendation:	IJB approves a) the implementation of expansion of the librarian role into the emerging locality multi-disciplinary team project until December 2020 b) That the model focusses on mental health supports for young people and social isolation for adults as its inequalities areas and c) the work develops plans for sustainability across all localities thereafter.

Glossary of Terms	
Citizen	Public
HSCP	Health and Social Care Partnership
PLIF	Public Library Improvement Fund
SLIC	Scottish Library and Information Council
The ALLIANCE	Health & Social Care Alliance

1.	**EXECUTIVE SUMMARY** This proposal responds to the Christie Review call for collaboration and citizen (public) leadership across public services. It brings together the public, libraries, NHS and school libraries, health and social care professionals, and third sector as equal partners in a new service model to embed self-management and shared decision-making in health and care. North Ayrshire HSCP is one of three national test sites, being facilitated by the Health & Social Care Alliance [The ALLIANCE] and Health Scotland, which is a third sector national organisation. Please see attached a logic model which provides more information on the project outcomes and ambitions [Appendix 1: Citizen-Led Logic Model].
1.1	North Ayrshire Libraries had previously been part of the Working Group of Public Libraries Improvement Fund (PLIF) funded project led by The ALLIANCE to strengthen the role of public libraries in promoting self-management. This resulted in the publication of the 'Libraries Supporting your Self-Management Journey' toolkit. North Ayrshire Libraries wanted to build on this work to be one of the early-adopters of this model and their application to Scottish Government was supported by the HSCP.
1.2	The work is planned to take place over the next 18 months and will enable the creation and sustainable delivery of this new model by: • Jointly designing and delivering a peer-learning based learning and development programme which maximises synergies across the

	complementary capabilities of librarians, the public, third sector and health and care professionals. • Engaging national and local leaders across sectors in supporting development and roll-out of the new model. • Creating a network of practice with membership from all partners involved in delivering the new service.
1.3	A Steering Group will bring together colleagues from: libraries, HSCP and the Third Sector and will identify members of the public, including young people, to be involved.
1.4	The Project will be managed jointly by The Alliance and NHS Health Scotland with local steering groups in South Lanarkshire and Midlothian, as well as North Ayrshire. The service model agreed by the early-adopters will be scaled up to include all public library services and the HSCP from six months leading to the end of the project funding in December 2020.
2.	**BACKGROUND**
2.1	This proposal responds to the Christie Review call for collaboration and public leadership across public services. It brings together the public, libraries, NHS and school libraries, health and social care professionals, and third sector as equal partners in a new service model to embed self-management and shared decision-making in health and care. The project will build on the state of readiness and momentum established over the past 12 months through: • Championship for library services from national leaders in healthcare policy – including the Minister for Public Health, Deputy Chief Medical Officer, and lead for self-management. They have highlighted the potential of libraries in the Chief Medical Officer's Report and the Health Literacy Action Plan, • A cross-sectoral conference in January 2018, sponsored jointly by SLIC and the Scottish Government Health Directorate. This identified the priorities for this project - joint strategy across library, health, and third sectors, collaboration between healthcare staff and librarians, and skills in self-management and shared decision-making. • A PLIF-funded project led by The ALLIANCE to strengthen the role of public libraries in promoting self-management. • Profiling the role of library and information services across sectors during the annual Self-Management Week campaign led by The ALLIANCE
2.2	This public-led approach will contribute to the transformational imperatives in the *Health and Social Care Delivery Plan*, Realistic Medicine, Public Health Reform, and priorities for Public Health Scotland. These strategies recognise the imperative for new healthcare models to support Scotland's ageing population, widening inequalities, lifestyle changes, and public expectations. Our project supports: • Self-management and public empowerment, avoiding unnecessary medicalisation of healthcare. • Shifting the balance of healthcare to community settings, through collaboration with third sector and community organisations. • Shared decision-making and co-production of health and care between publics and professionals. • Addressing inequalities through support and enablement for vulnerable groups. • Preventing illness and improving health.

2.3	**Phase 1: Early Adopters** **Design and evaluate model in three Integrated Joint Boards.** • Create a guiding coalition of high-influence leaders from healthcare, library sector, third sector and public participation in each IJB. • Facilitate these leaders, publics, librarians and healthcare professionals, to define a shared service vision. • Co-design a new service model which maximizes synergies across partners' contributions to self-management, shared decision-making and health literacy. • Provide learning and development opportunities to enable partners to deliver the new model. • Test the model in three settings in each HSCP. Refine and adapt model. • Engage new partners in tailoring the model to support young public with mental health needs and one other hard to reach group. Test this model in pilot settings
3.	**PROPOSALS**

3.1	**Aims**
	
	1. Co-create a collaborative, public-led service model which brings together public, third sector, public library and NHS library staff with health and care professionals to build public's capabilities in self-management, health literacy and shared decision-making. Test this model in early adopters and scale up to national delivery.
	
	2. Tailor this model to support two vulnerable and hard to reach groups:
	   • Young public with mild to moderate mental ill health, including a focus on school settings.
	   • Social isolation

3.2	**Methods:** The project will interweave three methods, all underpinned by co-production to engage all partners: 1. Service transformation and change management, based on the Kotter model. 2. An iterative improvement approach to testing the new model and scaling it up nationally. 3. A programme of joint learning and development opportunities. The learning and development approach will be finalized through engagement with the partners in the new service model. Given the focus of this project on co-production and service redesign, it is expected that educational methods will include peer learning, social learning as a community of practice, and work-based learning, with personal and group reflection after testing out the new service model.
3.3	**Key areas of focus** for the new collaborative model will include: • Shifting the balance of power by building skills and confidence in partnership working and shared decision-making between healthcare professional and public. • Maximising the benefits of digital tools as enablers of self-management and shared decisions. This will include quality assured mobile apps, tele healthcare solutions, NHS inform and other Internet sources. This reflects the goals of the Digital Health and Care Strategy, which recognizes that healthcare transformation is deeply dependent on digital transformation.

		• Use of libraries as places that offer support equally to public from all backgrounds, foster wellbeing in the broad sense, and tackle isolation by connecting public with their communities.
3.4	**<u>Anticipated Outcomes</u>**	
	The **overall outcome** will be improved health and wellbeing for individuals and communities, in terms of what matters most to them. **Contributory outcomes** will be: • New skills, knowledge, relationships and ways of working across health and care professionals, librarians, third sector and publics, based on partnership, mutual respect and a shared commitment to self-management. • Integration of librarians as partners in healthcare teams, and recognition of the unique contribution of their specialist capabilities in supporting self-management, shared decision-making and health literacy. • Empowerment of publics and communities to take more control over choices about their health and wellbeing • Appreciation among senior healthcare leaders of the value of the library service contribution to health and wellbeing; commitment to continued involvement of librarians as partners in service transformation. • Definition of new collaborative service model that combines the complementary skills of librarians, healthcare professionals, third sector and publics in supporting self-management, shared decision-making and health literacy. • Within IJBs, teams of librarians (public, school and NHS libraries), publics and healthcare professionals s killed and confident in new ways of working to deliver the new service model. • A service transformation framework to guide local implementation and evaluation of the new model. • A portfolio of learning and development opportunities and guidance on how to deliver these opportunities. • A network of practice with representation from all partners involved in the teams delivering the new service model. • Report on implementation and evaluation of the new service model across a range of IJBs and health care contexts, including a focus on support for school children with mental health needs and for at least one other hard to reach group.	
3.4	**<u>Measuring Impact</u>**	
	The local Steering Group will be responsible for measuring impact: Please see Appendix 2: Milestones for additional detail.	

	Outcome	Measured by
	• Improved health and wellbeing for public and communities. • Empowerment of publics to make choices about their health and wellbeing.	Interview and focus group follow up with service users involved in testing the new service model.
	• New skills, knowledge, attitudes and ways of working among partners. • Integration of librarians as partners in healthcare teams, with other team members recognising their unique contribution.	Numbers of participants from each sector and number of IJBs engaged in co-design and delivery of new service model. Pre- and post-project questionnaires and interviews for partners in service design and delivery.
	• Appreciation among senior healthcare leaders of the value of the library service contribution	Interviews with senior leaders following testing and dissemination of new service model.

Reference to milestones

4.	IMPLICATIONS

Financial:	The project is financed by PLIF on behalf of Scottish Government.
Human Resources:	There are no staffing implications
Legal:	N/A.
Equality:	In focussing the work on two areas of inequality the work meeting the ambitions of the HSCP Strategic Plan.
Children and Young People	The focus of the model on young people's mental health is a positive development. The steering group also identified social isolation as a key priority.
Environmental & Sustainability:	The development of the model will ensure that libraries are embedded in to the multidisciplinary team pathways in locality to improve local care.
Key Priorities:	This work meets the ambitions of the HSCP Strategic Plan and the Council Plan for library services.
Risk Implications:	Key partners unable to engage.
Community Benefits:	Only applies to reports dealing with the outcome of tendering or procurement exercises. N/A

Direction Required to Council, Health Board or Both	Direction to :-	
	1. No Direction Required	x
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

5.	CONSULTATION AND NEXT STEPS

5.1	A Joint National Steering Group will be set up with two representatives from each library service/HSCP area and this will meet quarterly between January 2019 and December 2020 with the Project Managers and other library/health representatives.

5.2	A North Ayrshire steering group has now been established and is co-chaired by the HSCP Strategic Planning Leads and the Library and Information Service Manager. This group has presentative from Third Sector, NHS libraries, community library, CAMHs services, HSCP Health and Community Care and Community Link Workers. The group has expanded to include a group of 8 young people from Kilwinning Academy to assist with the initial design and testing of a young person's mental health approach building on the Wellbeing model roll out.
5.3	To launch the young person's mental health theme, members of the Project Steering Group met some of the new sixth year pupils at Kilwinning to develop the 'Fun Day', aimed to target P6-S1 pupils and their families to enjoy a range of activities and to gather some feedback on the following questions: • What help, or support do you need to keep you well? • What's the best way for you to access this help or support? • What are you already doing to help keep you well? • What do you think is missing and how could your library and other organisations help? The young people involved have now joined the steering group and are keen to explore intergenerational work with the adult 'social isolation' work as this develops. **Activities** On the day there were around 468 visiting the library and of these, approximately 160 adults and 200 children came specifically for the event. They included all age groups from 9 weeks to 101 years, including six childminders with pre-5 and primary age children; generations of families as well as some young people within a group. The event was 'opened' by the local gala queen – Segdoune Queen and her royal party and two local newspapers photographed the event at different times during the day. There were several activities ran by Kilwinning library staff, Lifelong Learning team and Countryside Rangers, all offering different health benefits: • DigiDabble – a chance to play with digital games and robotics • Silent Disco – music chosen by young people • Den building with the Countryside Rangers • Treasure Hunt outside, spelling out the work 'Happy' • Great Mosaic project – colouring 3D printed tiles as part of the Makerspace project • Flight Simulator with STEM Ambassadors • Film show, with pizza and popcorn Specialists were commissioned to offer additional input, and these were well-received: • Laughter workshops with Joyworks, with 34 adults and children over 2 sessions • Mindfulness sessions, with 32 adults and children over 2 sessions Partners also came along to support with information and advice: • Health Information Resources (HIRS) offering general and mental health information for young people • Health Checks with KA: Leisure • CEiS Ayrshire offering employability advice • CAHMS offering mental health information for young people • Public Involvement Network sharing information on how to shape health services **Evaluation**

	Visitors were asked to rate their experience at the event: 94% were very satisfied, 6 satisfied.

The young people identified the value of intergenerational work and the need to join up young people's mental health and wellbeing approaches with the adult social isolation approach to ensure this is seamless. |
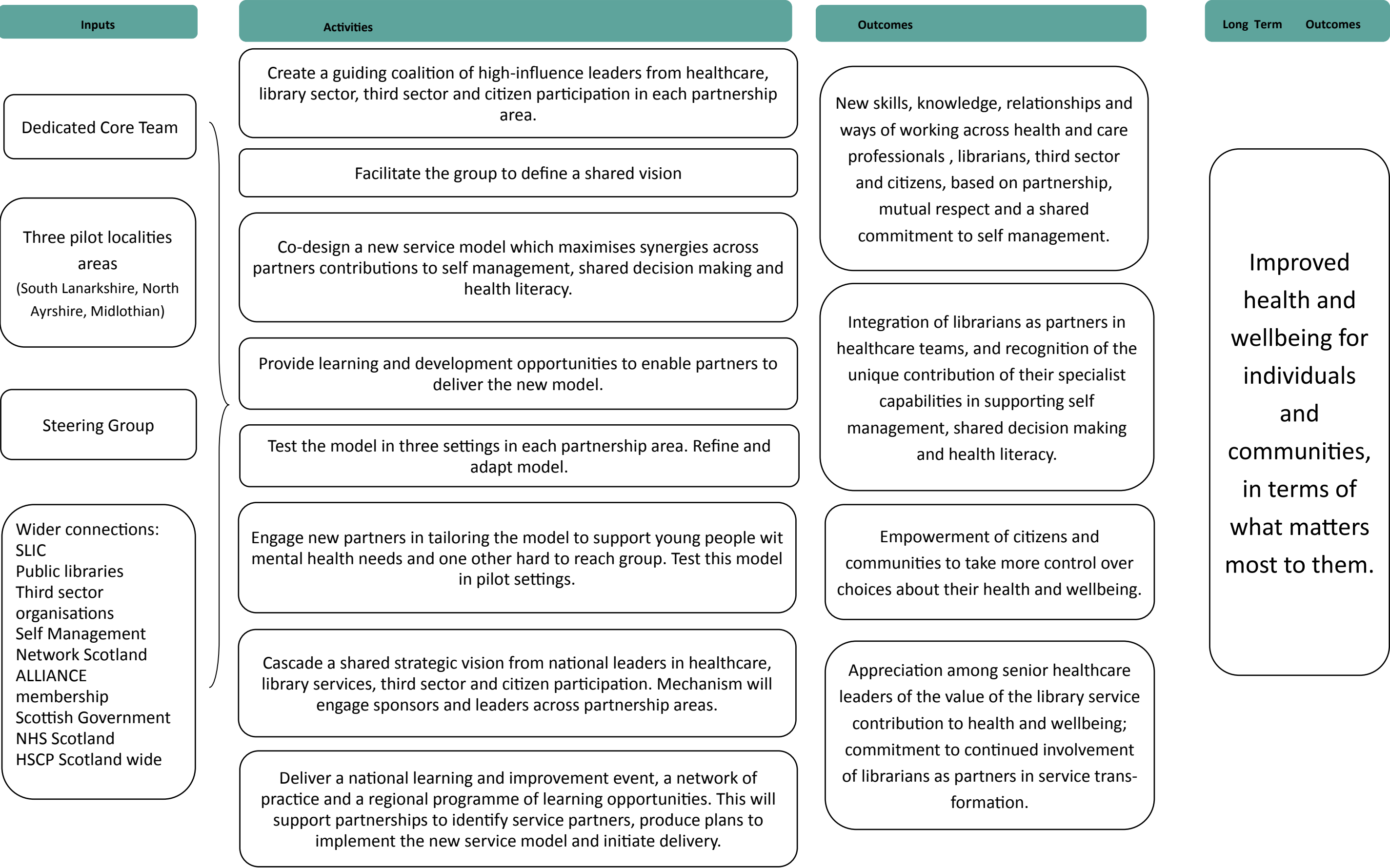| 5.4 | To assist in building the social isolation pathway in to the MDT approach using libraries, some of the Locality Planning Forums are planning to hold public events in late Autumn, and options will be discussed with the public. |
| **6.** | **CONCLUSION** |
| 6.1 | IJB approves by commencement of the implementation of expansion of the librarian role into the emerging locality multi-disciplinary teams project until June 2020 with plans to scale-up nationally by December 2020. |

For more information please contact Michelle Sutherland on 01294317751 or msutherland@north-ayrshire.gov.uk

Or

Alison McAllister Library and Information Service Manager - Communities on 01294 219203 or amcallister@north-ayrshire.gov.uk

PLIF Round 2—Building the librarian role into the multi-professional healthcare team

Situation/Aim:
Create a new service model connecting librarians, citizens, healthcare professionals and third sector dynamic teams,, to support self management, shared decision making and health literacy. This service model will include a focus on enablement through digital tools. It will offer support across a range of health care needs, including a special focus on vulnerable groups at risk of exclusion. Tailored support for young people with mental health needs has been identified as a key focus building on the commitment by Scottish Government to prevent and mitigate the impact of adverse childhood experiences. Participating integrated joint boards will select one other inequalities group.

Inputs

Dedicated Core Team

Three pilot localities areas
(South Lanarkshire, North Ayrshire, Midlothian)

Steering Group

Wider connections:
SLIC
Public libraries
Third sector organisations
Self Management Network Scotland
ALLIANCE membership
Scottish Government
NHS Scotland
HSCP Scotland wide

Activities

Create a guiding coalition of high-influence leaders from healthcare, library sector, third sector and citizen participation in each partnership area.

Facilitate the group to define a shared vision

Co-design a new service model which maximises synergies across partners contributions to self management, shared decision making and health literacy.

Provide learning and development opportunities to enable partners to deliver the new model.

Test the model in three settings in each partnership area. Refine and adapt model.

Engage new partners in tailoring the model to support young people wit mental health needs and one other hard to reach group. Test this model in pilot settings.

Cascade a shared strategic vision from national leaders in healthcare, library services, third sector and citizen participation. Mechanism will engage sponsors and leaders across partnership areas.

Deliver a national learning and improvement event, a network of practice and a regional programme of learning opportunities. This will support partnerships to identify service partners, produce plans to implement the new service model and initiate delivery.

Outcomes

New skills, knowledge, relationships and ways of working across health and care professionals , librarians, third sector and citizens, based on partnership, mutual respect and a shared commitment to self management.

Integration of librarians as partners in healthcare teams, and recognition of the unique contribution of their specialist capabilities in supporting self management, shared decision making and health literacy.

Empowerment of citizens and communities to take more control over choices about their health and wellbeing.

Appreciation among senior healthcare leaders of the value of the library service contribution to health and wellbeing; commitment to continued involvement of librarians as partners in service trans-formation.

Long Term Outcomes

Improved health and wellbeing for individuals and communities, in terms of what matters most to them.

Appendix 2

Milestones

Milestone	Output	Date
Appointment of part-time project managers	Project managers in post	Prior to start of project:
Phase 1: Early adopters		
Identification of: • Project sponsors • Guiding coalition members – high influence leaders in library sector, health, third sector, school, citizen participation • Delivery partners from all sectors	Sponsors and delivery partners from all sectors identified.	End of month 2
Delivery of 4 co-design workshops	Service vision Initial definition of service model Learning and development framework	End of month 6
Delivery of learning opportunities	Partners confident and competent to deliver new service model. Portfolio of re-usable learning opportunities	End of month 8
Testing of service model in 3 contexts in each IJB (health promotion, long term condition/s and complex needs)	Evaluation reports Refinement of service model.	End of month 11
Learning and development workshops for partners supporting hard to reach groups – including school librarians, mental health and other stakeholders -to adapt service model.	Tailored service models to support homeless people and school pupils with mental health needs. Tailored learning resources and guidance on delivering learning opportunities.	End of month 13
Test tailored models for supporting young people with mental health needs and other hard to reach contexts.	Evaluation reports Refinement of tailored service models.	End of month 16
Phase 2: National scale-up		
Plan communication campaign to disseminate service model and benefits. Issue communication to IJB Chief Officers from Deputy Chief Medical Officer and SLIC CEOs.	Communication plan and materials – outline of service and its benefits. Executive-level sponsors in IJB s. Documented service transformation framework	End of month 18

Hold national Learning and Improvement Event Establish network of practice	Engagement of transformation leads in IJBs. Plans in those IJBs to implement new service framework and learning opportunities. Creation of virtual learning and improvement network of practice with designated leader and steering group, to support spread and ongoing shared learning across sectors.	End of month 20
Support service transformation leads in IJBs to identify partners in new service models. Facilitate 6 regional learning and development opportunities for partners	Partners in new service models engaged and with enhanced capabilities to deliver new service models. Consolidation of service transformation leads' plans to test and roll-out new service model.	End of month 23
Produce final project report	Final report	End of month 24