

BELFAST OUTCOMES GROUP MEETING
Windsor Women's Centre
25th October 2016 at 10.00 a.m.

Name	Organisation	Present	Apology
Ms. Lesley Walker (Chair)	Belfast HSC Trust	✓	
Statutory Sector			
Mr. Tommy Boyle	Belfast HSC Trust	✓	
Ms. Carol Diffin	Belfast HSC Trust	✓	
Mr. Des Marley	NIHE, Belfast Area		✓
Ms. Jill Trotter	Education Authority		✓
Mr. Séamus Mullen	PHA		✓
Mr. Stevie Lavery	Belfast City Council	✓	
Ms. Patricia Muldoon	Youth Justice Agency	✓	
Mr. Danny Power	HSCB Belfast Local Commissioning Group		✓
Vacant	PSNI		✓
Community Sector			
Ms. Maggie Andrews	East Belfast Community Rep.	✓	
Ms. Tina Gregory	West Belfast Community Rep.	✓	
Ms. Natasha Brennan	South Belfast Community Rep.	✓	
Ms. Katrina Newell	North Belfast Community Rep.	✓	
Voluntary Sector			
Ms. Anne Donnelly	Belfast & Lisburn Women's Aid		✓
Ms. Kelly Maxwell	NIACRO	✓	
Mr. Colm Walsh	Extern	✓	
Ms. Colette Slevin	Mencap	✓	
BME Sector			
Ms. Dawn Thompson	Bryson Children's Services		✓
Partnership Sector			
Ms. Roisin McCooey	Belfast Childcare Partnership	✓	
Mr. Jackie Redpath	Belfast Strategic Partnership	✓	
Mr. Jim Morgan	Belfast Strategic Partnership		✓
In Attendance			
Ms. Patricia Lyness	Director Women's Aid obo Anne Donnelly	✓	
Ms. Brenda Martin	BELB obo Jill Trotter		✓
Ms. Una Casey	CYPSP	✓	
Mr. Gerry Largey	Belfast HSC Trust – Hub Lead	✓	
Mr. Maurice Leeson	HSCB – CYPSP Link		✓
Ms. Helen Dunn	CYPSP	✓	
Mr. Jim Girvan	Community Representative	✓	
Ms. Laura Rankin	CYPSP	✓	

Action by:	
	<p>1. Welcome, Introductions and Apologies</p> <p>The Chair welcomed everyone to the meeting. Attendance and apologies were noted, as per above. Ms. Gregory advised that she is no longer Chair of the West Belfast Locality Planning Group.</p>
	<p>2. Minutes of last meeting on Tuesday 6TH September 2016</p> <p>The minutes were agreed as an accurate record.</p>
Ms. Casey	<p>3. Matters Arising:</p> <p>a. Action Plan – No responses have been received. A few changes have been made from the last meeting.</p> <p>Ms. Casey will circulate final draft Action Plan.</p> <p>b. Evaluation Toolkit – The measures proposed by the Trust were discussed at the June meeting. The first document, a Locus on Control question, drawn from an outcome measure used among others by TEO and by BCC was disseminated to Outcomes Group Contractors to implement on a pilot basis from November to end of financial year with Parents and Children.</p> <p>Feedback has been broadly positive to date. Adapted wording for adults young people and children has been supplied to all contractors.</p> <p>A second tool, to help assess impact for providers delivering mentoring and home visiting interventions has yet to be circulated. This is the ‘Parenting Daily Hassles scale’, which is drawn from the DOH issued Family assessment scales documentation and it is hoped to issue this to providers over the next period of time.</p> <p>Members raised a number of queries. These related both to the measures taken and proposed and to the respective roles of both the Outcomes Group as a commissioner and BHSCT as the Contract holder in relation to evaluation information.</p> <p>Outcomes Group members discussed both the focus of the evaluation measures being taken by BHSCT and issues re: language being used, e.g. “hassles”, with concerns expressed around how parents might perceive this language.</p> <p>Ms. Walker added that the group had discussed an outcomes based document and that they are not looking for lots of detail. Further discussion ensued around if and how the impact measures being piloted, related to previous discussions on a proposed regional evaluation toolkit.</p> <p>Ms. Walker also queried whether the proposed changes involving the piloting of the documents required prior to agreement at Outcomes Group. Mr. Largey advised of previous discussions under the auspices of the regional sub group on the potential application of larger scale licenced tools as the re: Outcomes Star or Richter to contracts on a regional basis. However, these discussions have been inconclusive to date.</p>

From a BHSCT operational point of view, the time line of the contracting cycle produces a pressure to pilot initial measures before potential preparations for future commissioning begin. So the decision was taken to get pilots out to Contractors initially to scope the level of impact in a short timeframe and that the pilot assessment tools were free.

Ms. Maxwell enquired re: the linkage between this tool and the OBA Framework and the 6 High Level Outcomes. Mr. Largey advised that the Locus of Control and Efficacy was used by TEO and is linked to OBA. This tool seemed the easiest potential pilot that linked to OBA. Ms. McCooley suggested the use of the Outcomes Star and Family Star for more in-depth information.

Considerable discussion ensued on the range of subjects including the challenges in a contracting model using smaller scale contracts, with no money built-in for licenced evaluation models. However, O/G discussions can inform the next commissioning round and that work remained to align and make more outcomes based. Some Outcomes Group members worked in projects utilising the Outcomes Star however licencing and training costs of same were also discussed

Ms. Walker noted that there is debate regionally re: which Model(s) should be used. Ms. Gregory suggested setting up a sub-group to discuss this matter separately. Mr. Largey advised of previous meetings of a sub-group with Ms. Dunn and Ms. Black. Ms. Dunn informed re: work completed by NCB in respect of potential tools for EISS for the EITP Workstream 3 and suggested that this information is reviewed. Ms. Gregory added that the Outcomes Group had been told previously that a Regional Toolkit would be disseminated. Ms. Walker asked if there is something that can be done to link these activities with the high level outcomes. Mr. Largey advised in response to Members concerns re: the type of questions, negative messages of same, the language in the title that content of licenced evidence based questions cannot be changed easily while keeping fidelity with the questionnaires.

Ms. Dunn suggested use of the Locus of Control until end of financial year and in the interim work on a new tool for new year. Ms. Walker suggested collating information re: cost and implications etc. and bringing to the Chairs Group for discussion re: various separate pieces of work. It was agreed that regional discussion is required re: investment in outcomes based approaches. Ms. Walker confirmed that initial discussions have taken place at Children's Services Improvement Board (CSIB) re: the risks of each Trust and Outcomes Group completing different work and having various methods. Members indicated that they felt that before implementation of any product flowing from these discussions that the O/G would need consulted and that members would all have had sight prior to implementation.

It was agreed that the piloting of the Locus of Control and supporting paper would continue.

Sub-group to be established for discussion re: further evaluation tools and approaches– Nominations to Gerry Largey.

Ms. Walker to raise again at CSIB.

Discussion at next meeting following internal discussions.

There have been a series of workshops with BSO; regional discussions will be required. A large number of HSC contracts will have to 'roll over' or extend as there will not be adequate capacity to commission the volume and range of services currently commissioned within the HSC in line with their current contract end dates.

Feedback back at December meeting re: presentation on Waiting Lists in respect of ASD etc.

c. EISS/ASD/CDC – Ms. Maxwell provided some referral figures. There have been 170 requests via EISS, 25 of which had a diagnosis. They had only begun capturing these figures as of 1st April 2016. There are 5 on the waiting list.

d. Future of next round of members – Ms. Gregory raised this item. There is one year of membership left but discussion required now to begin the process.

Ms. Casey will liaise with Mr. Leeson issues re: membership and new membership.

4. Locality Planning:

• Updates from Locality Planning Group Chairs

West - Ms. Gregory advised that Deirdre Walsh is the new West Locality Planning Group Chair. This group has looked at all organisations involved and wanted to ensure that all organisations felt welcomed to the LPG and that they have an input. Record of Attendance and Minutes are all on the CYPSP website. Parents have also attended meeting on occasion. Feedback from the Family Support Hubs is received at each meeting. Two identified emerging needs in services are: Mentoring at Primary School age, 7 to 11 year olds and Welfare Reform / rising Poverty rates. An Inclusion Charter has been created to demonstrate that West Belfast is a child-friendly place. They also wish to create a sign-posting service / directory for advice and all members are involved including NIACRO, Clanmor SureStart, Falls Womens Centre, Apex etc.

South – Kelly advised that they have been reviewing membership and attempting to attract new members. Current members have feedback that there is now a great network of partnership working via the LPG. Some emerging issues have been identified such as lack of services in non-SureStart areas which may have impacts with parents where English is a second language, Alternative Therapies and Behaviour Management. There is also an Inclusion Club linked with NIACRO and which has maximised capacity.

Education Authority links require to be strengthened – an area plan was circulated last week for Belfast area. There is an Educational Sub-group for South Belfast and Ms. Brennan has been asked to raise the issue of school attendance in South Belfast at today's meeting which has 6 wards which are less than the Belfast and Northern Ireland average.

LPG Members want good linkages with partners and to be able to tap into

EITP Workstream 1 for example and to deliver consistent messages. The South Belfast Partnership Board are having an event re: nursery applications / information on 24th November to help support parents and professionals – all members are welcome. One of the Hubs is holding a Celebration Event to mark 18 months. They are also currently considering how to track Tier 2 families and what outcomes have been achieved.

Ms. Gregory left at this point.

North – Ms. Newell provided update. There are regular attendees at each meeting.

Some issues have been identified. An Education Authority / School rep is required. Previously Girls Model provided a rep but this is no longer the case. There have been some reps from Youth Provision however representation from formal education is not good. Also issues re: Autism support; Social and Emotional Support; 1:1 support for Parents re: setting boundaries and routines etc.

With regards Achievements; the two Hubs continue to grow. Referrals have been received from a range of services and also from self-referrals. The Hubs have proved successful and beneficial to the communities. A number of training opportunities such as RIAT, Disability Awareness, Poverty Awareness etc. have been organised. There is a presentation from a partner organisation at each meeting and through this for example, Education Authority has accessed training for young people and youth workers.

There is an upcoming Family Fun Event to be held in Girdwood. Conversations are ongoing and work being developed with Parenting NI with regards Focus Groups and online consultations with parents re: social and emotional support for challenging behaviours. Work is also ongoing re: a Mental Health and Wellbeing Awareness Event. They are working in partnership with Neighbourhood Renewal and some resource may be available. The Action Plan will be reviewed in January 2017. Ms. Walker enquired if links had been made with the Child and Adolescent Mental Health Service (CAMHS) with regards the Mental Health and Wellbeing Event. Mr. Largey advised that links with CAMHS at Hub level are very strong and CAMHS provide advice however this may be less so at LPG level.

East – Ms. Andrews that membership has been quite consistent with a good range of people and new members are always attending. One Hub has been in action since beginning of process and one has just recently commenced. Some emerging gaps are lack of services in non-SureStart areas, lack of services for Children with Disabilities, translation services. Consultations ongoing re: how to improve services in East Belfast. It was agreed to conduct a Thematic Needs based on these issues with cross-organisational discussions and to inform the local Action Plan.

With regards Achievements, work has been completed re: Infant Mental Health. A Directory for advice / support services linked with Neighbourhood Renewal has been produced. An Event for Parents took place yesterday re: Marshall Report with input from DHSSPSNI and Barnardo's however parental attendance was disappointing. A considerable CIF Education Programme will be commencing in East Belfast and will be directly connected with the Locality Planning Group's work. Education Authority have reps from Primary Schools in Belfast and Castlereagh, Afterschool

groups, Area Learning Community staff and previous reps included 2 post-Primary School staff. School attendance is on the LPG Action Plan.

Ms. Rankin informed re: recent 'Steps to Cope, Train the Trainer' training. Twenty Locality Planning Group members took up this opportunity.

Evaluations from the April/May Autism Awareness Sessions run by NIACRO and Autism NI have now been completed and will be shared and included in the CYPSP Ezine. 100 front-line staff were involved. Ms. Casey added that this a good example of LPG members working together. A representative from Mencap Youth Inclusion Club has visited each of the 4 LPGs. Education Authority have availed of this training and found it very useful. All Project Officers also doing training – 3 workshops training 60 staff and volunteers.

All LPGs are holding themed meetings re: Actions Plans and all are planning for the new planning cycle and evaluating current Action Plans. Ms Walker acknowledged the considerable amount undertaken by the Locality Planning Groups and the join-up work being done on all of the issues.

Ms. Casey apprised of a recent visit from members of the Church of Sweden re: the Locality Planning Groups and the Family Support Hubs. Ms. Walker apprised of the Outcomes Conference at the Waterfront attended by Local Authorities from across the UK. Some were very interested in our Locality Planning work re: turning the curve in local communities and engagement at partnership level and also at a local level and they asked for relevant information to be shared with them.

All in agreement for Ms. Walker to share this LPG Presentation.

Outcomes Group 'Special Interest' area to be an agenda item for next meeting.

Ms. Rankin to forward the list of Council representatives to Ms. O'Connor for onward circulation to Mr. Lavery.

Ms. Maxwell advised that there is no Council rep in South Belfast and that it would be very helpful to have consistent representation to appropriately inform members re: pilots etc. Mr. Girvan added that it would be useful to have some linkage with the Council's Local Development Plan. Ms. Newell mentioned the BCC Community Planning presentation and Mr. Lavery reported that work is ongoing re: this and he will continue to follow up.

Ms. Lyness queried how 'Children and Domestic Violence' could be factored in to future Action Planning. Ms. Andrews noted that although people are referred to the FSHs for a certain reason, there is often an underlying issue of Domestic Violence and people are aware this is an issue. Ms. P. Muldoon added there has been a rise in the number of children as perpetrators of Domestic Violence and informed that the 'Mind Games' play is an excellent resource re: DV.

Ms. Walker spoke to the Western Trust Partnership Workshop and advised that there is a Safeguarding Panel proposal for a similar workshop to be held in Belfast but currently there may be an issue due to the Panel Chair leaving post and implications from the Jay Report. This proposed workshop may link in with the Locality Planning Groups. There will be free training through

	<p>Domestic Violence Partnership and Women's Aid and there is a tender from BCC for 10k to hold Awareness Sessions.</p> <p>Mr. Lavery left at this point.</p> <ul style="list-style-type: none"> • Support Arrangements Update <p>With regards the proposed split of posts, work is ongoing with Human Resources and hopefully further feedback will be available at the next meeting. There have been some issues re: job-matching.</p>
	<p>5. Family Support Hub Network</p> <ul style="list-style-type: none"> • Activity Update • Belfast Hub Network Report Card • Next Step Workshop and Funding Update <p>The Annual Belfast Family Support Hubs Report Card was circulated by Ms. Dunn and she spoke to same. The Report Card outlines a considerable amount of data and Ms. Dunn provided extensive detail and discussion: volume of referrals; age profiles; number of families involved and projection for end of year figure; type of referrals, i.e. self, community/voluntary, statutory sector etc.; reasons for referral, e.g. financial difficulties, welfare reform, mental health issues; overlap of families with Mental Health Hubs etc. In relation to the Emotional Health and Well Being Hubs it was noted that a standardised assessment and evaluation tool derived from the Warwick Edinburgh Mental Health and Well Being scale supports the work of this network.</p> <p>Ms. Walker advised that is Co-Chairs the Think Family Think Child Interface Group with Mr. Barney McNeany, Co-Director, Mental Health Services and they have been mapping these issues and proposed that some information could be brought to Outcomes Group or via Hubs and LPGs to enable more understanding of this complicated Service Area.</p> <p>Mr. Largey also noted the Adult Interfaces and the scale of challenge presented by the lack of single referral pathways in Mental Health for example which is a growing issue. A pattern has emerged of requests being made to FSH from services concluding episodes of Tier three treatment to adults and concurrently requesting Tier 2 support services from FSH network. This raises a series of risk management and interface issues that work is underway on. Links with the Emotional Health and Wellbeing hubs are in place, with a flow of service users apparent between the networks. However, this is hard to capture as most present at FS hubs as self-referrals.</p> <p><i>Discussion to be taken offline.</i></p> <p>Interface with Disability Services is also a big issue: 80% of children awaiting diagnosis of Autism in N.I. reside in Belfast area; behaviour management issues; additional needs support in schools – following changes within Education Authority, these issues are displacing into the Hubs. Outcomes Group discussion required and decision taken re: what should be addressed in the Hubs. Following the re-location of Syrian families to Belfast area, they have found the Hubs helpful as a lot of the community services have been taking on referrals. A joined up funding approach to support key groups doing this work was raised at CSIB. Ms. Maxwell, as South Belfast rep,</p>

highlighted that South Belfast has the highest percentage of children with Autism and the changes within EANI and the lack of services available has had a considerable impact on this community. Ms. Walker advised that there is a meeting on Friday to discuss Family Support funding, looking at how money is being spent and the outcomes achieved.

Ms. Walker will feedback at next meeting.

The Trust are also consulting re: New Direction and Ms. Walker will also raise this matter at these meetings. Ms. Slevin informed that EANI are sending out their Code of Practice re: Special Education Needs for consultation and recommended that members feed in to this process. There is also a review of Early Years and Nursery provision, however, this has not yet been distributed.

Ms. Slevin to forward EANI information to Ms. O'Connor for circulation to members.

Mr. Girvan highlighted the wonderful work and services available in the community and noted the frustration re: lack of outcomes funding. It was his opinion that the Model of 10 Family Support Hubs is working well and that this should be the agreed preferred Model. Mr. Leeson was due to update the Outcomes Group re: this matter. Ms. Dunn advised that a paper was pulled together last year and she is happy to update this information to inform the discussion. Mr. Girvan felt that enough information is available to endorse the full 10 Hubs and if not, Outcomes Group may need to go to Procurement. Ms. Walker acknowledged the point and advised that Outcomes Group will have to demonstrate that they are satisfied that this Model is sustainable.

Ms. Maxwell and Ms. Muldoon left at this point.

Considerable discussion ensued re: Family Support Hubs and Model of 10 Hubs, how the Hubs are working, level of activity, amount of information provided by Hubs, need to capture value added.

Ms. Dunn/Ms Walker?? to liaise with Mr. Leeson re: current status of Hubs and outcomes of discussions re: funding and way forward.

Hub activity update to be prepared for the next Outcomes Group meeting.

Ms. Dunn advised that information is now available dating from April 2016 re: unmet need. Mr. Largey added that if changes are made re: additional support, where is the funding coming from? join up commissioning, investment issues. He suggested a broader discussion re: core services is needed. Ms. Walker noted that following discussions with Maurice Leeson re: EITP Projects, there is a positive view across Departments re: join-up of budgets – there may still be joined up money available and it will be up to Outcomes Group to discuss and agree what exactly is needed. Discussion followed re: transformational change and cultural shifts and how to measure locally. Ms. Andrews and Ms. Newell left at this point.

Discussion followed on to the Syrian Refugee re-location and tracking of these families. If placed under Vulnerable Resettlement Scheme, there may be additional funding which could be used in Family Support Hubs for

	<p>services. Mr. Largey has a meeting scheduled with Stephen Long to discuss this and related issues. Ms. Diffin is also meeting with Stephen Long and the Directorate Accountant to look at funding issues. She advised that some families are 'no recourse to public funds'. Ms. Walker added that if there are children involved the Trust is also picking up these cases as well as Women's Aid. Other issues such as pregnant women were also noted. Mr. Girvan confirmed he is also working with Stephen Long. Some serious issues have been raised re: placement in West Belfast; housing conditions; lack of strategic plan re: frequency of arrivals; need to tighten up plans; communities isolated from process.</p> <p>Hub Lead document re: Next Steps circulated. There is commitment to the work being done and the model of work has increased with great potential with appropriate support. Ms. Brennan stated that confirmation of funding was essential as soon as possible. Ms. Walker confirmed that this has been raised at CYPSP by Mr. Girvan and herself and there is concern that confirmation will be received late on. Mr. Girvan stated that confirmation re: number of Hubs is also essential.</p>
	<p>6. Strategic Partnership Workshop</p> <p>A sub-group was set up. The aim of the workshop is make better partnership connections. Ms. Walker has liaised with Western Trust who felt that their workshop had been successful because all Partnerships and Board had been represented. They are trying to join up approaches and work and see where it all sits. Due to internal SBNI issues, it has been agreed to postpone the timing of the workshop until Spring 2017. The Workshop will be coordinated by the Belfast Safeguarding Panel, Adult Safeguarding Group, Domestic Violence Partnership, Policing and Community Safety Partnership.</p>
	<p>7. A.O.B.</p> <ul style="list-style-type: none"> • Mr. Redpath informed re: upcoming BSP meeting which he attends and advised that BCC are also members. There will be presentations re: Belfast Healthy Cities and Life Long Learning. He proposed that either himself or the BCC rep. should be providing an Outcomes Group update re: Hubs / Locality Planning Groups etc. at the BSP meetings. <p><i>Mr. Redpath to feedback to BSP and suggest Belfast Outcomes Group update at next BSP Meeting.</i></p> <ul style="list-style-type: none"> • Valerie Watts is new CYPSP Chair. • Ms. Casey advised that Kelly Maxwell has taken up a new role with Autism NI from 31st October 2016 but is still a member of the Outcomes Group as a Voluntary Sector Rep and is still the South Belfast LPG Chair.

8. Dates of Future Meetings

Date:	Time:	Venue:
Tuesday 13 th December 2016	10.00 a.m.	Glen Parent, Suffolk Road, Belfast (WEST)