
Report To:	Social Work & Social Care Scrutiny Panel	Date:	29 October 2024
Report By:	Kate Rocks, Chief Officer, Inverclyde HSCP	Report No:	SWSCSP/28/2024/AB
Contact Officer:	Alan Best Interim Head of Health & Community Care	Contact No:	01475 715 365
Subject:	Inverclyde HSCP Adult Services Staff Innovation Projects		

1.0 PURPOSE AND SUMMARY

1.1 For Decision For Information/Noting

1.2 This report notifies the Scrutiny Panel about the ongoing development of projects driven through staff innovation.

1.3 Inverclyde HSCP are committed to enabling people to live well, for longer, in thriving communities, by promoting health and wellbeing. Our vision is to be a caring and compassionate community, working together to address inequalities and assist everyone to live active, healthy, and fulfilling lives.

1.4 In improving lives, Inverclyde HSCP Adult Services have committed an investment fund of £55,395 to develop and test up to five new and innovative ideas submitted and developed by our staff through a staff innovation programme.

1.5 The final of the Innovation project where staff pitched their ideas to a judging panel resulted in five innovative projects to support people and communities in Inverclyde, having received funding after making Dragons Den-style pitches. The five successful projects were:

1. Community First: a series of pop-up events in the community to link various services together.
2. Diabetes Prevention Support Programme: funding for the HSCP specialist diabetes service to work with the community in Inverclyde on preventing type 2 diabetes.
3. My Inclusive Digi Support: Giving service users and tenants with additional support needs tablets and access to a specialised app so that they can have a voice in their care plan.
4. Little Acorns: Developing a safe space for women in Inverclyde who are fleeing violence.
5. Inverclyde Inclusive Radio: A community radio station where the programming is created by people with additional needs, for people with additional needs

2.0 RECOMMENDATIONS

- 2.1 The Social Work and Social Care Scrutiny Panel is asked to note progress of staff innovation projects within Inverclyde HSCP Adult services.

**Kate Rocks
Chief Officer
Inverclyde HSCP**

3.0 BACKGROUND AND CONTEXT

- 3.1 The purpose of the Programme was to support Inverclyde HSCP Adult Services and their commitment to enable people to live well, for longer, in thriving communities, by promoting health and wellbeing. Design work commenced with identified Senior Leaders and the Project Team in January 2024
- 3.2 A pledge of £50,000 from HSCP was secured to develop and test up to six ideas that would demonstrate impact against the agreed criteria for investment:
- Enable people to live independently and make their own choices.
 - Promote supportive, inclusive communities.
 - Build collaborative and integrated working.
 - Listen, respond and amplify the voice of people and communities.
 - Show creativity, added value and innovation
 - Have the potential to be scaled and replicated.
 - Understand cost and address risk.
- 3.3 Over an immersive eight-week journey, the programme aims to:
- Create a broader understanding of the needs of people and communities utilising Adult Services in Inverclyde.
 - Develop ideas into investment-ready propositions.
 - Develop people – their confidence and innovation skills.
 - Enable staff to incorporate business development skills into their role.
 - Showcase replicable ideas.

The voice of lived experience and communities was central to the process.

- 3.4 The Programme culminated in a small Investment Event on 13th June at the Beacon Arts Centre. Each team pitched their idea to an Investment Panel (Kate Rocks, Chief Officer, Councillor Robert Moran IJB Chair and Alan Cowan, IJB Vice Chair, and Debbie Maloney, Service Manager) in the hope of securing financial support from a £50k investment fund, and/ or organisational support to test and implement their idea.

All five teams articulated the value of their ideas, rooted in voice, and highlighted the potential impact to improve lives and enable people to live well independently. The teams impressed the panel, who supported all of the ideas, and made investments exceeding the initial fund of £50k.

- 3.5 The following progress has been made by each of the groups:

Community First - Community First is a flexible, sustainable solution. It addresses current barriers to accessing the early information, advice, and support that can help people keep well, build resilience and live independently for longer. In September, the first pop-up session at Craighend Resource Centre focused on falls prevention and was well-received by both carers and individuals affected by falls. Positive feedback from participants will be collated for review. The next session is scheduled for October 25, continuing the focus on falls.

Interest in future pop-ups has grown among various services and teams, prompting plans for an initial test session before expanding participation. Potential collaborations with winter mass vaccination clinics in Broomhill are also being explored.

Promotional materials, including a banner and leaflets, were developed, and the event was advertised through social media. Efforts to enhance event promotion will continue.

Diabetes Prevention Support Programme - Focus on the prevention of Type 2 Diabetes for individuals living in Inverclyde who are at high risk of developing the condition, through a pilot education programme, offering both group and 1-1 tailored support to individuals. 81 participants have been identified. The team are finalizing the curriculum and will deliver the training. The

course times will be flexible as most participants are of working age. Further scoping around venues is ongoing

My Inclusive Digi Support Planning and Reviewing - People that access our services should have control of their support planning and reviewing, in a format that is accessible for them. Sadly, it can be difficult for those that we support to be actively involved in daily support notes, planning and reviewing due to their communication abilities and current recording systems. Support planning needs to be more inclusive by giving the opportunity to include videos, photographs and personalised communication aids. We want to be able to offer service users and tenants an alternative approach to develop and evidence the impact of their services, their meaningful improvement journey and achievement of outcomes. It will provide endless opportunity for inclusive discussions and communication with those that we support, their families and other professionals. A Provider has been identified, working on a process alongside finance to draw funding down to progress

Little Acorns - Little Acorns will offer a place of safety in an environment where women will be supported to heal, recover, and reconnect with themselves and the wider community until they are ready to embrace a tenancy of their own. Development work is in its early stages.

Inverclyde Inclusive Radio - Inclusive Radio Inverclyde aims to create a community radio station where the programming is created by people with additional needs for people with additional needs. This includes audio descriptive sports commentary, music segments, dementia stories & local information. The team is developing a trial for individuals to experience the studio and provide feedback on necessary adaptations for creating our own content. Aspirations are to have several people try out the studio by Christmas 2024, along with demo recordings of potential regular features for our future station.

4.0 IMPLICATIONS

4.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial	X	
Legal/Risk		X
Human Resources	X	
Strategic (Partnership Plan/Council Plan)		X
Equalities, Fairer Scotland Duty & Children/Young People’s Rights & Wellbeing		X
Environmental & Sustainability		X
Data Protection		X

4.2 Finance

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
Innovation Fund			59k		

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (if Applicable)	Other Comments
N/A					

4.3 Legal/Risk

None.

4.4 Human Resources

Staff time to participate in the areas of this review.

4.5 Strategic

None.

4.6 Equalities, Fairer Scotland Duty & Children/Young People

None.

(a) Equalities

This report has been considered under the Corporate Equalities Impact Assessment (EqIA) process with the following outcome:

	YES – Assessed as relevant and an EqIA is required.
x	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, assessed as not relevant and no EqIA is required.

(b) Fairer Scotland Duty

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
x	NO – Assessed as not relevant under the Fairer Scotland Duty.

(c) Children and Young People

Has a Children's Rights and Wellbeing Impact Assessment been carried out?

	YES – Assessed as relevant and a CRWIA is required.
x	NO – Assessed as not relevant as this report does not involve a new policy, function or strategy or recommends a substantive change to an existing policy, function or strategy which will have an impact on children's rights.

4.7 Environmental/Sustainability

Has a Strategic Environmental Assessment been carried out?

	YES – assessed as relevant and a Strategic Environmental Assessment is required.
x	NO – This report does not propose or seek approval for a plan, policy, programme, strategy or document which is like to have significant environmental effects, if implemented.

4.8 Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
x	NO – Assessed as not relevant as this report does not involve data processing which may result in a high risk to the rights and freedoms of individuals.

5.0 CONSULTATION

5.1 None.

6.0 BACKGROUND PAPERS

6.1 Inverclyde HSCP Adult Services: Ideas to Action Programme Evaluation Report July 2024

THE LENS

Valuing Ideas.
Inspiring People.
Powering Innovation.

Inverclyde HSCP Adult Services: Ideas to Action Programme

Evaluation Report
July 2024



INTRODUCTION

The Lens team are delighted to report on the recent Inverclyde HSCP Adult Services: Ideas to Action Programme, January - June 2024.

The purpose of the Programme was to support Inverclyde HSCP Adult Services and their commitment to enable people to live well, for longer, in thriving communities, by promoting health and wellbeing.

Design work commenced with identified Senior Leaders and the Project Team in January 2024.

A pledge of £50,000 from HSCP was secured to develop and test up to six ideas that would demonstrate impact against the agreed criteria for investment:

- Enable people to live independently and make their own choices.
- Promote supportive, inclusive communities.
- Build collaborative and integrated working.
- Listen, respond and amplify the voice of people and communities.
- Show creativity, added value and innovation.

- Have the potential to be scaled and replicated.
 - Understand cost and address risk.
- Over an immersive eight-week journey, the programme aimed to:
- Create a broader understanding of the needs of people and communities utilising Adult Services in Inverclyde.
 - Develop ideas into investment-ready propositions.
 - Develop people – their confidence and innovation skills.
 - Enable staff to incorporate business development skills into their role.
 - Showcase replicable ideas.

The voice of lived experience and communities was central to the process.



DEVELOPING INTRAPRENEURSHIP: PEOPLE AND IDEAS

3.

Launch to Shortlisting



actions to enable people to live well for longer by promoting health and well-being. 46 ideas were generated and shared through the session.

Following the launch, 15 applications were submitted for the Ideas to Action Programme and shortlisted to 7 by the Project Team, Alan Best and Kate Rocks, Chief Officer. All applicants were given feedback, rationale, and routes for their ideas.

Workshops Overview

Workshops were based at Broomhill Gardens and Community Hub, and ran at pace over 8 weeks (April-May).

The Lens' tried and tested model for developing people and their ideas, is a series of 4 sequential modules:

- Business Storytelling: learning to talk about ideas in a compelling way that builds teams and momentum around them.
- Business Modelling & Value Proposition: understanding how to focus on delivering value to customers, using tools and resources.
- Prototyping and Testing: introducing user-led design, market testing and prototyping to help better meet customer needs.
- Pitching: integrated key learnings and transform into engaging and compelling 5-minute pitch to secure investment.

The Programme was launched at a bespoke 2-hour event on 18th February at the Beacon Arts Centre, Greenock. It was anticipated that up to 30 colleagues from across Adult Services would attend...around 50 people took part on the day. This is testament to the work behind the scenes by the Project Team: Debbie Maloney, Joyce Allan, Emma Cummings, Heather Simpson and Karen Haldane, supported by Joanne Nelis and Carol Morton.

Alan Best, Interim Head of Health & Community Care, led with key messages emphasising the Programme as a capacity building and development opportunity for people and their ideas. Jenny Coxon from The Lens facilitated a series of short activities and discussion points for colleagues to explore ideas and leadership

The sessions pushed people out of their comfort zones, and into a space of collaboration over competition.

In total 12 staff attended the workshops, at points adopting a 'tag-team' approach due to ongoing challenges around capacity and competing priorities. During the process, 2 ideas; Befriending for Better Lives and Jointly App for Carers secured different routes for development and support and left the Programme.

Everyone who participated showed outstanding commitment, passion, determination, and teamwork – a credit to the ethos of Inverclyde HSCP. The final pitches presented at Investment Event evidenced the effort that was put in. Reflections on the development journey include:

"At first when I was thinking about 6 full days of work, I thought, 'how am I going to manage this?'. To be honest I thought this would be a tick box training programme, however I found this to be an amazing learning experience. It's given me skills that I will continue to use. The pitch we created is transferrable and we have shared with our partners to support with leveraging further support. We are also applying some of the tools used within our own teams."

"Getting put out of my comfort zone was a big thing for me. The support from group was phenomenal and we all really encouraged each other. When this started I thought we'd be competing over £50k, but we all became so close, backing each other's ideas. I learned so many tools and skills that I can take away and use in my day-to-day life."

"The programme was really enjoyable and offered a good balance of challenging versus supportive. It was simple but effective and not over-complicated – all felt doable while being very useful. The pace was really good, it wasn't too much at once. All of the resources were fantastic. It's been lovely to make connections with everyone."

"This has been a fantastic experience. It's not only helped us get funding, but also helped in day-to-day work. It's really helped build up my confidence in public speaking."

"The Lens team were supportive and reassuring at each stage. The ethos of the organisation is excellent, and you can see it in each of the staff. I'm really pleased that I could turn my anxieties round with encouragement, and that we were respected by the investment panel for what we do."

INVESTMENT DECISIONS AND NEXT STEPS

The Programme culminated in a small Investment Event on 13th June at the Beacon Arts Centre. Each team pitched their idea to an Investment Panel (Kate Rocks, Cllr Robert Moran and Alan Cowan from Inverclyde's IJB, and Debbie Maloney) in the hope of securing financial support from a £50k investment fund, and/or organisational support to test and implement their idea.

All five teams articulated the value of their ideas, rooted in voice, and highlighted the potential impact to improve lives and enable people to live well independently. The teams impressed the panel, who supported all of the ideas, and made investments exceeding the initial fund of £50k.

“The ideas presented on the day were excellent and build on partnership working. Everyone's pitch reflected their personality and where they come from in different ways.”

A summary of each team, idea, financial ask and outcome is in **Appendix 1**.

Next Steps and Final Reflections
The Leadership and Project Team are committed to keep the momentum going and supporting the idea teams with implementation phase. Progress is under way in terms of conversations to release finances, support with practicalities and communicating the outcomes of the programme across the wider organisation. Regular meetings, led by Emma Cummings, to surface challenges and progress with the teams, are being arranged.

“Having the Head of Service, IJB Chair, Vice Chair and Kate was great - it was the way to go. When the IJB spoke at a recent meeting they said it was a phenomenal piece of work and from memory could rhyme off all the pitches and were very complimentary about what a great event it was. They were very passionate about the ideas and event.

The event was a great way to showcase the phenomenal work that is done throughout the HSCP. We're excited to see these ideas unfold.”

The teams share this enthusiasm and can't wait to get started. We look forward to following both the ideas and the teams behind them, as they continue to develop and flourish.



INVESTMENT DECISIONS AND NEXT STEPS - APPENDIX 1

Team Pitching	Idea	Ask	Decision and Summary of Next Steps
<p>Ann Murray, Project Manager, Maximising Independence</p> <p>Anne Marie Reid Rehabilitation and Enablement Service (RES) Co-Team Lead</p> <p>Donna Barr, Integrated Technology Enabled Care Co-ordinator</p> <p>Emily Mochan, Team Lead Community Nursing, Community Treatment, Care & Vaccination Services</p>	<p>Community First</p> <p>As the proverb goes, “a stitch in time saves nine”. Community First brings early preventative support to our communities – to places close to home and where people already go. Through topical ‘pop-ups’ we will engage with our communities, build relationships, and better understand local issues, needs and assets.</p> <p>Community First is a flexible, sustainable solution. It addresses current barriers to accessing the early information, advice, and support that can help people keep well, build resilience and live independently for longer.</p>	<p>£5,500</p> <p>The team are asking for £5,550 to deliver 24 Community First pop-ups in community venues over two years, focusing on hot topics related to health and wellbeing. The first four pop-ups will be delivered by the project team and will test, evaluate and refine Community First as a concept.</p> <p>A Community First Co-ordination Group will be formed to oversee ongoing co-ordination, evaluation, promotion and ‘recruitment’ of services to deliver Community First pop-ups.</p> <p>A Community First Co-ordinator will provide practical support for the delivery of the sessions, and report to the Co-ordination Group.</p>	<p>Winner of £5,500 investment.</p> <p>We like that this is well thought through, strong collaboration amongst you, with a good range of skills.</p> <p>We like your evaluation framework, however we want to see that focus more on people than process.</p> <p>We think your idea has huge potential, and that is why we want you to think carefully about how it is marketed to people.</p> <p>This could be a really valuable new asset for people in Inverclyde.</p>
<p>Doreen Kennedy, Diabetes Team Lead / Community Diabetes Specialist Nurse</p> <p>Heather McGhee, Diabetes Specialist Nurse</p> <p>Louise Latham, Diabetes Specialist Nurse</p>	<p>Diabetes Prevention Support Programme</p> <p>The data on diabetes is stark. Rates of diagnoses, particularly type 2, have more than doubled in the last 20 years. People from areas of multiple deprivation are more likely to be diagnosed, going on to develop further life-changing complications. NHS Scotland estimates that it spends £2.37 billion on diabetes care each year- 80% of this is on avoidable complications.</p> <p>We want to focus on prevention of Type 2 Diabetes for individuals living in Inverclyde who are at high risk of developing the condition, through a pilot education Programme, offering both group and 1-1 tailored support to individuals. Let's do something to stop the trend and help our communities to thrive.</p>	<p>£9,000</p> <p>The team require support in terms of additional time and resource to provide a Diabetes Specialist Nurse to lead the education programme over at 9-month period. The financial support requested is £9,000 for a Band 6-7.4h per week (0.2wte).</p> <p>They are aiming to initially target 50 people at high risk of developing T2 diabetes, from an identified, GP pilot site, as a realistic and manageable test of change. There is the opportunity to be more ambitious and offer the programme to many more people at high risk, 20% of adult population, by providing training to other HSCP & 3rd sector staff to implement the programme.</p> <p>Preventing/delaying diabetes in 50 people = cost savings of approx. £200,000 per year.</p>	<p>Winner of £9,000 investment.</p> <p>We love that your idea addresses a clear need, it's ready to go, and you have identified people who can benefit from it and deliver it.</p> <p>We can see that you have adapted your idea and want you to stay open to new thinking.</p> <p>We want to see the preventative approach in your idea used more widely, especially within the NHS.</p>

<p>Heather Simpson, Inverclyde HSCP LD and Autism Strategic Lead</p> <p>Lorraine Harrison, Team Lead, Learning Disability Day Opps and Supported Living (unable to pitch on the day, Heather delivered on behalf).</p>	<p>My Inclusive Digi Support Planning and Reviewing</p> <p>People that access our services should have control of their support planning and reviewing, in a format that is accessible for them. Sadly, it can be difficult for those that we support to be actively involved in daily support notes, planning and reviewing due to their communication abilities and current recording systems. Support planning needs to be more inclusive by giving the opportunity to include videos, photographs and personalised communication aids.</p> <p>We want to be able to offer service users and tenants an alternative approach to develop and evidence the impact of their services, their meaningful improvement journey and achievement of outcomes. It will provide endless opportunity for inclusive discussions and communication with those that we support, their families and other professionals.</p>	<p>£12,000</p> <p>Ask is £12k which will fund a 12-month trial for 12 service users & tenants. This includes monthly costs for rental of devices for staff/tenants or purchase, charging racks and monthly cost per individual for the software. This also includes training input for the staff team and tenants and ongoing support for the length of rental.</p>	<p>Winner of £12,000 investment.</p> <p>We really like that you are considering how we could use digital approaches that can empower and enable people. This can deliver greater benefits for people to manage their own lives and save money and time.</p> <p>We want you to align this with other initiatives in digital care. We also want you to think about where this could be used elsewhere. Mindful we haven't as yet seen the app, so please keep checking that's the best one.</p>
<p>Jacqueline Smith, Housing Options Team Lead</p> <p>Lesley Cockburn, Homeless Change Lead</p>	<p>Little Acorns</p> <p>Finding yourself with nowhere to live can be a terrifying experience, especially if you are fleeing violence and need to get away fast. For women in Inverclyde who find themselves in this situation, the current offer provides a different but no less challenging environment, where they continue to face further stigma, remain misunderstood and often turn to unhelpful coping mechanisms just to survive.</p> <p>We can change this. Little Acorns will offer a place of safety in an environment where women will be supported to heal, recover, and reconnect with themselves and the wider community until they are ready to embrace a tenancy of their own.</p>	<p>£19,193.60</p> <p>Part-Time Fundraising Officer</p> <p>Cost for the Inverclyde Women's Aid equivalent of a HSCP Grade 6 for 2 days a week (14.8 hours) at the top of the scale with on costs is £19,193.60 for the year.</p>	<p>Winner of £19, 193.60 investment.</p> <p>We loved the power and eloquence of your presentation, and we are convinced there is a need to be met. You have achieved a great deal in creating a partnership with Women's Aid and Oak Tree Housing.</p> <p>We really want to support you, and challenging systems in this way is the right thing to do.</p> <p>However, we can't allocate this investment for fundraising in the way you suggest. We are however, reserving the investment to give time and space to find a better way forward. Asking you to work with Robyn Garcha and look forward to seeing this happen.</p>
<p>Jack McLintock, Support Worker, Inverclyde Council</p>	<p>Inverclyde Inclusive Radio</p> <p>Inclusive Radio Inverclyde is an idea built on the belief that people with additional needs are currently underrepresented in media & arts, particularly content created with them as the target audience.</p> <p>Inclusive Radio Inverclyde aims to create a community radio station where the programming is created by people with additional needs for people with additional needs. This includes audio descriptive sports commentary, music segments, dementia stories & local information.</p>	<p>£10,000</p> <p>Asking for an investment which will be for licensing fees, royalties, internet broadcast fees and recording equipment that can be used throughout HSCP.</p> <p>Also met with Clyde Coast Radio who have offered volunteering opportunities there for people to get a feel for it before starting up their own station in the future.</p> <p>The final ask is for £10,000 that includes 12 months transport and some other small marketing fees.</p>	<p>Winner of £10,000 investment.</p> <p>We love your innovation, rooted in the voice of people with learning disabilities. Your passion and enthusiasm is impressive.</p> <p>We want you to think about the most sustainable way forward. Is it a partnership with Clyde Coast Radio or is it building our own resource locally.</p> <p>We want you to connect to other broadcasting people and agencies. You have our permission to ask anyone for the help you need.</p>
<p>Total ask (based on higher figures): £55, 693.60</p>		<p>Total awarded: £55, 693.60</p>	

Thank you.

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