



# THE CHANGING TIMES

August 2015



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## THE NEW MULTI AGENCY SUPPORT HUB (MASH)

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*Many colleagues will be aware of the development of the MASH – the Multi-agency Support Hub, which is a new and exciting way of working better to meet the needs of children and young people on the island.*

In December 2014, Child Health and Social Care underwent a diagnostic review of services. Amongst other things, this review identified a need for a more streamlined and co-ordinated approach, including simplifying processes and improving the consistency of response to children in need. There was a very high level of referral into the assessment and intervention Team, Guernsey's front line child protection team. However, a small number of requests were relating to children requiring help provided by a social worker and there was often a lack of information about what other professionals were already involved. Dealing with referrals in this manner meant that children often did not get help quickly enough unless they were at risk of harm. Professionals were sometimes duplicating work and not sharing information that would enable the child's needs to be met quickly in other areas.

In response to this, on March 18th 2015, professionals across all of the agencies working with children and families on the island embarked upon a new and exciting way of working together; they implemented a virtual Multi-Agency Support Hub known as the MASH. The purpose of this virtual team (virtual in that the members of the team meet daily but are not based together) is to review concerns about the welfare of children and young people. To include all referrals received by Child Health and Social Care, and to consider the best way in which to provide help for those children and young people. Professionals involved include Health Visitors, School Nurses, Social Workers, Education, Police, CAMHS, and representatives from the Voluntary sector. To date around 535 children have been discussed regarding 420 different cases where additional services and supports may be required.

Working in this way has proved to be hugely beneficial. Risks are identified and shared across agencies, and children get the right help much quicker. Professionals are also working more closely together which is good for children and families but is also more supportive and means that professionals have a greater understanding of different roles and responsibilities, and who to approach for what service. Referral pathways are therefore clearer and access to services are more uniform and predictable. But most of all, what is deemed to have added most value, is the benefit of professionals meeting face to face to discuss referrals as a team with shared yet different skills and knowledge.

This approach is exactly what Service Guernsey is about, and early indications show that working in this way has enhanced the access of children and their families to early and timely help. We now plan to develop the virtual MASH into a permanent stand-alone team, which children and their families will be able to contact direct, by January 2016. This means for some professionals that their role will expand beyond a daily meeting. However, what has been recognised is the immense added value of all professionals working as closely together as possible, so that the face to face meetings will be maintained both in the MASH and as part of our rollout of a lead professional and team around the family approach. These form core changes within the Children and Young People Plan for 2016-2020, which is currently in development.



## BRITISH JOURNAL OF NURSING AWARDS 2015

*The British Journal of Nursing is dedicated to advancing the profession of nursing by promoting and recognising evidence-based best practice. Innovation, leadership and clinical excellence are all highlighted and celebrated at this prestigious nursing event.*

Two local cognitive behavioural nurse psychotherapists Michelle Ayres and Carol Vivyan have been named as Mental Health Nurse of the Year 2015 at the British Journal of Nursing BJN Awards which took place on 20 March 2015 at Shakespeare's Underglobe in London.

**“ We were pleased for Guernsey, for mental health and particularly for our project *The Decider*. It has helped so many people already and we have developed it further as a proactive mental health strategy for young people. ”**

The event acknowledges the enormous contribution individual nurses make towards the development of the profession as a whole. National professional awards such as these, not only shine a light where it is most deserved, they

also raise the profile and understanding of how nursing is at the centre of all patient care.

Michelle and Carol have been recognised for their contribution to the profession through the development of 'The Decider', a project developed to support people with referrals for impulsive behaviour conditions to Guernsey's adult mental health services. Both explained that the biggest achievement has been developing The Decider and emerging from that The Decider Life Skills, a proactive approach to mental health for young people. They truly believe that this approach could have dramatic positive effects on young people's mental health

This type of skills training is cost effective and can have many other benefits, such as, increasing client engagement, preparing clients for therapy and underpinning ongoing individual and group therapy work. Even clinicians report an increase in their own confidence after learning the skills.

Michelle and Carol have both worked in Nursing for over 30 years and have shared their love for working collaboratively with clients and meeting new people. Although they mention there is a sense of isolation in Guernsey, they are passionate about what they do and are both looking forward to working at the new Mental Health block at the Oberlands site in St Martins, there will be a huge improvement in services and the ability to further studies.

Michelle and Carol advise those wanting to pursue a career in mental health nursing that it is a challenging but enjoyable career - you will never be bored!





## THE CHILDREN AND YOUNG PEOPLE'S PLAN (CYPP)

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*Over the last few months the States have been engaging with children and young people in Guernsey and Alderney and have been seeking the public's views on the draft Children and Young People's Plan.*

Work on producing the draft Plan has been led by senior staff from a number of States Departments, and by representatives of the third sector who have a key interest in services delivered for children and young people. The Children (Guernsey and Alderney) Law, 2008, set out a legal requirement to produce a Children and Young People's Plan. At the end of 2013, the States agreed to extend the 2011 – 2013 Plan whilst work was undertaken to develop a new Plan

The consultation engaged with under 18's across both Guernsey and Alderney via 'Speak Up' a social media driven campaign which seeks to ensure that the voices of the children are heard and represented well throughout the plan. States of Guernsey Graduate Officers have delivered presentations in all secondary schools in both Guernsey and Alderney. Although this part of the consultation has now closed, 'Speak Up' will continue as means to engage with children and young people over a range of future campaigns

of policy. The engagement from young people on this particular piece of work has been outstanding, with over 650 responses from under 21's, including primary school children. Barnardos facilitated vital discussions with our harder to reach children, giving us compelling feedback to inform the plan.

The Youth Forum invited The Comms Team to run a discussion on Saturday 4th July. The team asked the group's views and opinions on some of emerging themes coming out of the surveys. Some of what came out of those discussions is as follows:

- Useful topics to be covered during PSHE lessons – according to our survey, students believe their time could be used during these lessons for more relevant and up to date issues, specifically targeted to their needs as children growing up in Guernsey and Alderney.
- The need for a website targeted specifically at young people and the use of social media, developed and 'owned' by young people and used to discuss topics which affect them, it might include stories and updates on social activities and also polling and voting on relevant issues.
- Voting and registering to vote as a young person – The group acknowledged the importance of having their say but felt the voting process needed to be made easier to understand, more interesting and targeted to younger people. They suggested that short video blogs for each deputy running and the States making visits to schools in time for registration would help to engage with young voters.

As part of this consultation we also set up a Crowdcity platform; a safe online environment for key stakeholders to share views, and offer opinions on points relating to the plan.

Ruby Parry, Interim Director of Children's Services and primary author of the new plan, facilitated a stakeholder day on 10th July. The purpose of this day was to discuss the recent findings, from the surveys, and draw on the expertise of individuals on 'what we need to do' and 'how are we going to achieve it'.

A draft plan is now in the process of being drafted, this draft will be circulated among key stakeholders and political boards before being presented to the States in early 2016 along with an accompanying policy letter.



## #ASKBRAD - LGBTQI ADVICE COLUMN BREAKS GROUND

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*A few months ago, Liberate, a local charity supporting the Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex (LGBTQI) community launched its own online advice column – the very first of its kind in the Channel Islands.*

Brad Cohen is a published writer who hails from Guernsey. He also happens to be gay. Brad understands what it's like to grow up on a small island feeling a little 'different' and being persecuted by members of his own community. Working with Liberate, Brad will offer up advice he has gleaned through experiences of his own and point those in need of further support in the right direction.

Brad says "There's been a fantastic response from the community so far, truly touching. There's still a lot of work to do. A lot of my brothers and sisters are still hesitant to voice their problems. Finding the courage to speak up about something which has been 'taboo' for so long is extremely difficult, but it's that courage to speak up which is the key to our successful integration as equal people in our society. We still have a lot of healing to do, but a problem shared is absolutely a problem halved. As a minority, we have a rare and



beautiful opportunity being a part of a community which has fought for what we have. We all belong to the tribe, and each person is given a place as part of a global family. All we have to do is have the courage to tap into our combined strength and lean on each other as any community should. My hope for the future, beyond empowering the community to voice their problems freely, is to enrich our LGBTQI culture in the Channel Islands”.

Having survived bullying in school, family disputes over sexuality and domestic violence, Brad lends an understanding ear to all. Being a writer for Stonewall UK nominated ‘Publication of the Year’, So So Gay Magazine, Brad has used his experience to discuss all issues LGBTQI.

As well as readers being able to write in with a problem, #AskBrad will feature a lifestyle and discussion page ‘Spilling T’. Discussing the latest news, trends and topics within the LGBTQI culture, Spilling T will feature a new article every week alongside an #AskBrad letter.

The charity which already has a free confidential support service helping many LGBTQI islanders, their families, carers and friends, is delighted that there will be now an online advice column tackling many of the common issues faced by the community. Martin Gavet, chair of Liberate says...

“Brad brings with him a wealth of professional experience writing about issues facing the LGBTQ community. #AskBrad is another way in which people can contact Liberate confidentially for advice and support”.

**If you have anything you would like to discuss with Brad or the Liberate team, contact them by filling in the confidential comment box on the main #AskBrad home page ([www.liberate.gg/askbrad](http://www.liberate.gg/askbrad)). Alternatively, send an email to the team using [hello@liberate.gg](mailto:hello@liberate.gg)**



## SOCIAL POLICY IN ACTION

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*One of the most important responsibilities of Government in respect of social policy is to plan for the enhanced wellbeing of its citizens across a broad spectrum of services. The States of Guernsey has devoted a great deal of time and expertise to achieving just that – examining and planning for the wellbeing of its citizens through the development of cohesive social policy. This article is intended to demonstrate what successful social policy looks like on the ground.*

Social policy in this context represents a commitment by the States of Guernsey to enhancing the independence, wellbeing and choices of islanders. The intention is to identify a variety of vehicles to deliver these outcomes, but this article focuses on just one of these vehicles – extra care housing.

Le Grand Courtil and La Nouvelle Maraitaine are extra care housing schemes which replaced the now demolished residential care homes run by the Housing Department. The old care homes were in need of significant investment. But rather than continue to invest in models of care that engendered dependence and reduced individual choice, the States made a strategic decision back in 2010 not to replace like with like, but to transform the way care and support is delivered to its citizens by investing in extra care housing\*.

The Housing Department committed to enable care home residents to transfer to independent living rather than move to other residential care homes in the island. To achieve this, years of planning, service transformation and staff training and development were undertaken to re-able care home residents to transfer from dependent lifestyles within the care homes to independent life styles in extra care housing.

At the same time, another strategic social policy decision was made in 2010 which resulted in something unique to Guernsey. Guernsey's model of extra care housing would be open to all adults aged 18+ with a care and support need. Independence, wellbeing and choice were not to be limited to older people, but would be extended as service outcomes for all islanders receiving care and support services from the States.

This decision opened up both extra care housing schemes to any adults in the island with a care and support need, irrespective of what that need is. This is in contrast with UK models which are intended solely for older people.

As a result, several HSSD clients who previously lived in HSSD residential group homes were helped to relocate to their own flats within extra care housing. This initiative had no precedent in Guernsey or the UK and the planning and implementation of this re-ablement programme for people with learning disabilities required close and frequent joint working between the Housing Department and HSSD and family members.

The States has also recognised that an on-site restaurant service is a fundamental component of the care and support service and so another unique partnership evolved with HSSD who provides the catering services in each scheme. Two restaurants are currently running along social enterprise business lines to support not only tenants within the schemes, but also the wider island community.

As of March 2015, Phase 1 at La Nouvelle Maraitaine is fully subscribed with a healthy waiting list for the 19 flats which will be delivered as part of Phase 2 in the summer of 2016. Phase 1 at Le Grand Courtil has a handful of remaining flats and also has a healthy waiting list for the 23 or so flats which will be delivered in 2016 as part of Phase 2.

At the time of writing, the extra care housing service is supporting people with learning disabilities, severe physical disabilities, individuals on the autistic



spectrum, individuals with mental health needs and individuals with life limiting long term conditions such as COPD. Age ranges are from 30's to 90's. Many of these individuals have come from institutional settings and community settings which exacerbated their conditions. The focus of the extra care housing service is to re-able as many individuals as possible to do more for themselves by helping people to learn new independent living skills or relearn skills that were lost in institutional life.

There is no precedent for this unique extra care housing service in the UK or in Guernsey. Guernsey's extra care housing programme is unique to Guernsey. It is a programme that was conceived as a social policy initiative and is now a living, breathing example of successful social policy in action.

Melanie (Mel) Boyce, who is the events & facilities coordinator at La Nouvelle Maraitaine, has helped to set up a local community market at the housing scheme and is hoping to encourage more people to use the facility, which is open to the public. La Nouvelle Maraitaine has a restaurant (run by HSSD), a treatment room, a hair salon, and when Phase 2 is completed the site will be fortunate to have a small community library (in association with Guille Allez). Mel explained how important it was for there to be a site like this in the north of the Island. Somewhere for those who find it difficult to get into, and walk around, St Peter Port.

In addition, every first and third Saturday afternoon from 13:00 until 15:00 a community market is set up in the lounge. The Market is organised by Sarah-Jane Laine, who runs a similar market on a Friday at the Vale Douzaine

room. Residents and locals are invited and encouraged to get involved either by running a stall or helping to make goods to sell such as knitted items, cakes, breads, cards and other small gifts. The market attracts local veg and flower stall holders and is a treat for residents and staff alike.

Mel explained that the extra care schemes “assist people to live independent lives” and that this was something very different to past experiences in supported accommodation\*. It is key to point out that the youngest resident is 32 years old and the oldest is 95!

Lots of activities happen at La Nouvelle Maritainne including yoga sessions, massage therapy, Thai massage, beauty treatments, hypnotherapy, physiotherapy and aerobics. The residents and community also benefit from having The Willows (previously The Meadows) Day Support Centre on-site.

If you want to get involved or use the facility contact Mel on [melanie.boyce@gov.gg](mailto:melanie.boyce@gov.gg). If you'd like to get involved in the Community Market please contact Sarah-Jane on [sarahjaynelaine@yahoo.co.uk](mailto:sarahjaynelaine@yahoo.co.uk).

Details are: £2.50 each per stalls or FREE for charities and community groups. New sellers are always welcome.

\* Extra care housing provides self-contained flats and care and support services tailored to individual need, rather than a 1-size-fits-all service model. The schemes were developed and are managed by the Guernsey Housing Association.





## A GUIDE TO SEXUAL HEALTH IN THE BAILIWICK

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*The World Health Organisation definition of sexual health states that; “Sexual health is a state of physical, emotional, mental and social well-being related to sexuality; it is not merely the absence of disease, dysfunction or infirmity. Sexual health requires a positive and respectful approach to sexuality and sexual relationships, as well as the possibility of having pleasurable and safe sexual experiences, free of coercion, discrimination and violence.”*

This holistic approach to sexual health was highlighted in the Bailiwick’s first Sexual Health Needs Assessment which outlined the need to consider a “whole systems” approach to the development of a comprehensive sexual health programme locally. This approach means that education and health promotion programmes take an equal footing with service provision, which includes the diagnosis and management of sexually transmitted infections, together with the provision of contraceptive services.

Although the Orchard Centre (the Guernsey Sexual Health Unit) provides strategic leadership and services for the management of more complex sexually transmitted infections (STIs), there is a collective responsibility for all local providers to maintain and improve integrated sexual health services that focus on the needs of our service users. Put simply, sexual health is all of our responsibility.

The three most common sexually transmitted infections (STIs) diagnosed within the Orchard Centre are chlamydia, genital herpes and genital warts. Low risk Human Papillomavirus (HPV) infections are responsible for the majority of cases of genital warts. HPV immunisation is offered to all girls in the Bailiwick at the age of 12-13 years. This programme was started in 2006 and initially consisted of immunisation with a vaccine containing the high risk HPV types which have been linked to cervical, vulval and vaginal cancers. More recently the immunisation programme has been changed to use a vaccine that protects against genital cancers, as well as genital warts (the quadrivalent vaccine). We anticipate that the use of the quadrivalent vaccine will mean that we see a reduction of genital warts in the future.

Chlamydia trachomatis is the most common curable sexually transmitted infection in Britain. Risk factors for infection include an age of under 25 years, a new sexual partner or more than one sexual partner in the past year and lack of consistent use of condoms. Chlamydia often has no symptoms but can lead to a wide range of complications, including pelvic inflammatory disease (PID), ectopic pregnancy and tubal factor infertility in women and epididymitis in men, and represents a significant public health concern for Guernsey and Alderney. Estimates indicate the 75-90% of infections go undiagnosed and the proposed local Chlamydia Screening Programme aims to address the burden of undiagnosed infections and their impact on the health of young people in the Bailiwick.

HIV infection has been transformed from a fatal to chronic life-long infection as a result of the introduction of effective antiretroviral therapy in the mid-1990s. This has meant that people living with HIV in the Bailiwick can now lead a normal life with the age range of people living with HIV locally varying from the early 20's to the late 70's.

Recent developments have dramatically changed how we provide services for the testing of STIs. No longer do we need to do intimate examinations but those wishing to be tested for STIs can now self sample, taking their own



swabs or we can simply test a urine sample for chlamydia and gonorrhoea. Future plans include an on-line service for STI testing where people can order a kit, self sample and post their test to the Pathology Services at the Princess Elizabeth Hospital. Those in whom an infection is diagnosed can then be treated at the Orchard Centre with negative results being texted to the service user. Outreach clinics with Community and Voluntary Sector providers will further increase service user choice and the availability of a “self service” clinic within the Orchard Centre is also being considered.

The need to tackle unintended teenage pregnancies was identified as a priority in the Sexual Health Needs Assessment. Integrated working, as well as making a range of contraceptive choices freely available to the under 21s, is a key priority. Women requiring contraception should be given a choice of all methods, including the use of long-acting reversible contraceptive (LARC). The economic analysis has demonstrated that, despite high initiation costs, LARC methods were more cost effective than the combined oral contraceptive (COC) pill with significantly lower failure rates.

So the face of sexual health services has changed and continues to undergo significant transformation. No longer a clinic based service, our users will be able to choose from a number of options in the future, including self sampling, on-line and community based services. Service user involvement and partnership working are central to these changes.

If you would like more information on any of the services provided by Orchard Clinic please visit [www.gov.gg/sexualhealthunit](http://www.gov.gg/sexualhealthunit).

# BREAKING DOWN THE BARRIERS

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*As part of Guernsey's Mental Health Week 2015 and to celebrate the opening of the new Mental Health and Wellbeing Centre at the Oberlands.*

SEVEN

The Health & Social Service Department are holding a one day conference on Friday 16 October, in Guernsey, which seeks to break down the barriers in mental health specifically in relation to stigma.

The conference of mixed speakers and workshops promises a very interesting dialogue on mental health and will address client experiences across the lifespan. Consideration will also be given to the challenges of delivering services to an island community.

Speakers include:

Judith Robertson - Programme director at 'See Me Scotland' a new initiative which aims to tackle stigma and anti-discrimination.

Dr Nori Graham, Emeritus Consultant in Old Age Psychiatry at the Royal Free Hospital, London, and Chairman of Alzheimer's Disease International, will speak on the increasing needs of longevity.

Professor David Nutt, Professor of Neuropsychopharmacology at Imperial College, London, will speak on the use of medication in mental health services.

Dr Philip Graham, Emeritus Professor of Child Psychiatry at the Institute of Child Health, London, who will speak about his lifelong experience working within child psychiatry.

In addition, Dr Paramabandhu Groves, a Consultant Adult Psychiatrist with a specialist interest in substance misuse and Clinical Director at Breathing Space, will be leading an experiential mindfulness workshop along with Dr Deborah Judge, a Consultant Child and Adolescent Psychiatrist and Co-founder of Families Inc., will leading a workshop on equine-assisted psychotherapy.

The event takes place at Les Cotils Conference Centre and tickets cost £65 or free to HSSD employees. To book a ticket go to: [www.gov.gg/MHAW](http://www.gov.gg/MHAW)





## PROGRESS TO WORK

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*'Progress' has been the mantra for the Social Security Department over the past year, with two major projects launching in 2014 to help people prepare for, find and move into work and to help people return to work more quickly following a period of sickness.*

Social Security launched its 'Progress to Work' initiative in May 2014. Aimed at working age people in receipt of supplementary benefit (Guernsey's means-tested welfare benefit), the project saw the implementation of a series of measures agreed by the States in March 2012 to incentivise work within the supplementary benefit scheme. The new legislation came into force on 1 December 2014.

So what's changed?

Under the revised scheme, beneficiaries and, now their partners too, must be in full-time work (although part-time work is acceptable in some circumstances) or meet certain 'work requirements', depending on their circumstances, in order to be eligible for benefit. In addition, the minimum age at which a person may claim supplementary benefit has increased from school leaving age to 18 years, although a set of criteria has been developed to support young people who should be treated as independent adults, by exception, before the age of 18.



This means that those beneficiaries and their partners who are able to work are now being called in to the office for work focused meetings in order to establish what training and support is required to help them move into work or increase their current hours of work.

“Everyone’s personal circumstances are different. We realise that work is not possible for everyone, for example someone with a severe disability might never be able to work, so it was important that we built sufficient flexibility into the new scheme to allow us to meet those exceptional needs”, says Rosemary Browne – Manager, Supplementary Benefit.

Since the initiative began the supplementary benefit team has referred over 300 people to the Job Centre whose job it is to help people, with barriers to employment, back into work as soon as possible.

Under the new legislation, all beneficiaries, including single parents with children under the age of seven, are now obliged to engage with the ‘work requirement’ and to attend work focused meetings. Social Security has worked closely with the College of Further Education to develop a suite of courses to prepare people for work and has developed a specific framework to help single parents get ready for employment that includes action plans and an assessment of training needs. Through the Job Centre, a number of people have already completed training courses identified through their training needs assessment.



## WORK2BENEFIT SCHEME

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*As part of the Progress to Work project the Department also introduced Phase 1 of the 'Work2Benefit' scheme in mid-December 2014 which provides short-term work placements within the community for those who are unemployed with the hope that they will gain the necessary skills to enter into paid employment.*

One of the most important aspects of the scheme is that it re-introduces a work routine for some people who have been out of work for a long time.

"We don't pay participants a wage because this is a mandatory work scheme, but their benefit remains in payment during the course of the placement. We can apply a sanction (reduce or stop payment of benefit for a period of time) if anyone refuses to attend the scheme without good cause", says Martin Bridle, Manager - Job Centre.

Phase 1 of the scheme is managed by States Works and involves manual work. Phase 2 was launched in April this year and will be managed by the GSPCA. This placement offers a different type of work for jobseekers including animal welfare, customer service and administration. It is intended that Phase 3 will be introduced before the end of 2015 and will target third sector organisations more generally with a view to developing varied placements around the community.

The referral process is rigorous and it is hoped that by providing a choice in placements there will be a greater level of successful engagement from jobseekers depending on their capabilities. Some jobseekers have significant barriers to employment and the Department works very closely with placement providers to ensure that placements are appropriate both for the provider and the jobseeker.

“The key to the Work2Benefit scheme is that the person must be referred for the right reasons. There must be a tangible benefit for people otherwise it won’t work”, says Martin Bridle, Manager – Job Centre.

Since Work2Benefits was launched in mid-December 2014, the Job Centre have made approximately 50 referrals to the scheme. 35 people have participated, 10 people have had their benefit refused or suspended for refusing to take up a placement and 5 people have now secured employment.

“It’s early days in the life of the Work2Benefit scheme, but one of our biggest successes has been placing someone into a job who, due to significant barriers to employment, has been unable to work for around six years”, says Martin Bridle, Manager – Job Centre.

Social Security is confident that there will be more positive outcomes to come as the scheme progresses to Phases 3.



## SUPPORTING OCCUPATIONAL HEALTH AND WELLBEING

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*The Supporting Occupational Health and Wellbeing (SOHWELL) project began in May 2014 with the aim of changing the way that Social Security deals with sickness benefit claims.*

“The project is based on the principle that, in many cases, it is better for a person’s long-term health to be in work. Therefore, by changing some of our processes we are aiming to provide early support to people so that, at the right time in their recovery, they can make a successful return to employment”, says Mark Gannon, Deputy Manager - Benefits.

The project has focused on both short-term and long-term sickness claims with the expectation that it will lead to shorter claim durations and an increase in the number of people returning to work. This benefits the patient, business and community as a whole.

It was important to the Department that it did not simply pick an ‘off the shelf’ package to better manage its incapacity claims processes, but to devise a system that was tailored to Guernsey’s needs.

Key to the success of the project has been the joint working with GPs in order to provide training sessions on Social Security's new way of working. With the help of GPs, the medical certificate has been redesigned to improve the chances of keeping people in work or to help them return to work more quickly.

"We have benefited hugely from engaging with a Consultant Occupational Health Physician – Dr Les Smith to advise on this project and deliver the training sessions for GPs and other healthcare professionals", says Mark Gannon, Deputy Manager - Benefits.

"Occupational Health is all about the interaction between health and work. It helps people with health problems remain in work and return to work", says Dr Smith.

Dr Smith considered the sickness benefit claim processes, as well as providing practical advice and guidance about what interventions the Department could make which would have the biggest impact on helping a person return to work more quickly (where this is appropriate). This has included the introduction of a new Work Capability Assessment which focusses on what a person can do.

"It's been a privilege to work in Guernsey and I'm delighted to be part of this exciting project. I've really enjoyed working with healthcare professionals to support and enhance the occupational health and wellbeing of islanders", says Dr Smith.

The most obvious result of the project has been the change to the medical certificate which went live on 2 March 2015. The certificate is not only a bigger A4 size but also has a new layout enabling GPs to specify what a person can do. It will also indicate if a person might benefit from a phased return to work, adjusted hours, amended duties or workplace adjustments.

"We recognise that managing sickness can be difficult for employers. Under the old regime, employers often wanted to help employees who were off sick get back to work quickly, but felt constrained by the fact that employees were 'signed off' and the implications that a quicker return to work might have both for the employee and their employers' liability insurance", says Mark Gannon, Deputy Manager - Benefits.





Under the new regime, Social Security hopes that the advice provided on the new medical certificate about potential work place adaptations or adjusted duties will help employers to consider changes which will make a successful return to work more likely for employees who have been off sick.

In addition to the new medical certificate, the Health and Social Services Department is piloting a new Occupational Health helpline on behalf of Social Security which is available on tel. 707715.

Following the introduction of the new certificate in March 2015, the CIPD chaired a Q&A session for employers with a panel consisting of the Deputy Allister Langlois, Minister – Social Security, Ed Ashton, Deputy Chief Officer - Social Security, Dr Les Smith – Occupational Health Consultant, Dr Joanne Le Noury, GP partner at Island Health, Kathryn Turner, Occupational Health Advisor – Health and Social Services and Wendy McHugh, Vice Chair - CIPD.

“We welcome continuing feedback from employers, particularly those smaller employers who might find it more difficult to make workplace adjustments, and we will continue to monitor progress as the new process beds in”, says Ed Ashton, Deputy Chief Officer.

Early indications for the new incapacity claims process are positive and Social Security hopes that employers will find the new certificate much more helpful in supporting staff during periods of sickness, and can use it as the basis for positive discussions with employees. Over the next 12 months Dr Smith will also provide ongoing quality assurance and training to Social Security staff and medical practitioners, particularly as the changes settle in.

“This new way of managing sickness is a major change and for the project to be successful, not just for Social Security but for the whole community, it requires some of us to change the way we view fitness for work. This project, if successful will also lay some foundations for the ‘longer working lives’ work streams arising from the recommendations within the Personal Tax, Pensions and Benefits Review, which will be undertaken over the next couple of years”, says Ed Ashton, Deputy Chief Officer.



## THE ADULT LEARNING DISABILITY ACTIVE SUPPORT PROJECT

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*The Adult Learning Disability Service has recently completed a service development project across four of its community homes. The project involved training support staff to adopt an approach called Active Support.*

Active Support was developed in learning disability services in the UK more than 25 years ago, and today it has become one of the best evidenced models of care in the field of learning disabilities. It is an approach that focuses on helping staff in community homes to deliver practical support to people with learning disabilities. The support is focused on helping service users to take part in meaningful activities that 'make up everyday life'.

The core components of Active Support are:

- Providing 'real' activities at home and in the community
- Organisation of support to maximise involvement
- Training to develop an enabling style of support
- Monitoring of improvements in practice

Active support is underpinned by a strong social values base. At the heart of the approach is a belief in people's right to have choice and control in their lives, independence, respect, and social inclusion, regardless of their level of disability. Active Support helps to put these values into practice, by enabling people to participate in activities that are meaningful to them, and also valued by society.

Active Support has been proven to increase service user's involvement in activities, and the quality of support that staff provide. Interestingly, services in the UK have successfully implemented Active Support without any increase in staffing. This suggests that it can be a resource efficient way to deliver more effective support.

A total of 54 staff from four community homes in Guernsey were trained to use Active Support techniques. Data was collected before and after the training, to see whether it had an impact on the amount of time that service users spent doing meaningful activities. Information about staff's support style was also collected, to see whether the training had any impact on their ability to build positive relationships with service users.

The results of the project showed a range of positive outcomes. Following the training, service users spent approximately 15% more time engaged in meaningful activities. Staff were twice as likely to provide service users with assistance to do the activities, and they were also shown to have 'warmer' and more positive relationships with the people that they supported.

There has been lots of positive feedback and enthusiasm about the approach, from both staff and family members. One staff member stated that she "helped a service user to make her own bed for the first time...it was fun, she was giggling the whole time". A family member observed that "the staff keep a record now of all the time that they spend with him (son)...now his day is filled with activities rather than being left to his own devices...he's a lot happier in himself". Since the completion of the project, an 'Active Support Network' has been set up, where key staff from the four homes meet regularly to share ideas, and support each other to build on the progress that they have made.



## UNION CIVILE CONSULTATION

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*The Policy Council has been consulting on the options for legally recognising a committed same sex union in Guernsey.*

In 2006, following a successful requête the Policy Council agreed to investigate the introduction of civil partnerships to Guernsey. Since then the world has seen a range of different ways to legally recognise a couple's commitment and union.

The Policy Council has been clear in the consultation document that it wishes to separate the state's requirements from that of religious recognition. Meaning that the state should only be concerned with matters relating to the protection of rights, such as inheritance, taxation, benefits, and next-of-kin issues.

Alongside the call for the recognition of same-sex union, the Policy Council also wished to address the process by which divorce is granted and remove the need for married couples to have to prove adultery in a court – which can be distressing for any children born out of the marriage.

In the consultation the Policy Council proposes its favoured solution, a system they term 'Union Civile' to be introduced for all couples seeking legal



recognition of their committed relationship, regardless of whether that relationship is same-sex or between a man and a woman.

Union Civile would be separate to any other commitment that the couple might want to make, for instance within their church or religious organisation, but might be undertaken at the same time as any religious or secular union. It would be what the state would look to when considering kinship, next of kin, inheritance, tax and benefits etc. It would then be a personal matter for each individual couple as to whether they also wished to celebrate their union through a religious or other service, depending on their beliefs.

The Policy Council was keen to hear from as many people as possible as part of this consultation, to help inform their proposed way forward which will be submitted to the States Assembly

**There was a fantastic response to the consultation with more than 1600 completed surveys. Results are now being analysed.**



## DELIVERING PUBLIC SERVICES IN GUERNSEY - COMMUNITY SURVEY 2015

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*On 18 June 2015, the States of Guernsey launched an Island wide survey asking the community to tell us about their experiences of public services in Guernsey.*

Guernsey's public sector wants to get a better understanding of how they are doing delivering services in Guernsey: what's good, what's bad and what's important to customers and their families. Responses to the survey will help them to get to know their customers better which will, in turn, help decision making on service delivery. The survey is not political and not intended to measure satisfaction with specific government policy or political decision making.

The survey is in two parts: Part one contains some general questions about service delivery in Guernsey and your levels of satisfaction and then goes on to find out your views on digital services. Part Two contains more detailed questions regarding service areas that you may have accessed over the last 12 months.

The survey is available online in English, Polish, Latvian, Portuguese, French and German. Paper copies can be ordered on request as can large print versions.

The survey will end in October 2015. Once all the results are collated the key themes will be fed back by the end of the year. The survey will be repeated regularly to track progress and to learn and make continuous improvement.

Your views do really matter and now is your opportunity to have your say and make your views count.

**You can find the survey here: [www.gov.gg/feedback](http://www.gov.gg/feedback)**

If you would like to ask a question, would like to access the survey in a different way, or would like to provide other feedback then please email **[survey@gov.gg](mailto:survey@gov.gg)**.



## A DAY IN THE LIFE OF A CIVIL PROTECTION VOLUNTEER

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*Civil Protection Volunteers, or CPVs as they are most commonly known, are a group of around 35 members who cross a very wide age range, the youngest being 19 and the eldest being 'past normal retirement age'.*

Some volunteers have been on the team for only a few months so far, but others have a heritage reaching back to the days of our predecessor organisation, Civil Defence. Volunteers come from diverse backgrounds they include civil servants, mechanical engineers, nurses, finance, accountancy and management, there are even a few company directors. There is no specific remit or skill requirements to become a volunteer as training is provided but a desire to assist and providing support to the Island in times of need and an ability to work as part of a close-knit team are key.

For a CPV very few days are alike. With everyone coming from different backgrounds their workdays may or may not be routine, but one thing is for certain, the announcement of a FLASH FLASH FLASH on their personal TETRA radios can change all of that!

Once an alert is issued it is a call to arms and a request for CPVs to assist. Alerts can come through anytime day and night. In recent years the CPVs primary association has been through the Guernsey Police, but their resources are available to any of the blue-light and government services.

Over recent years, the range of duties undertaken by the CPVs has extended significantly as members of the emergency services extend their working knowledge to the Volunteers. Many people will have seen the CPVs working in all kind of weather conditions; during the snow fall in 2013 they provided support by delivering warm meals to the elderly, they provided sandbags and pumping equipment to affected properties along the east and west coasts during the extreme tides earlier this year, they have also provided ground support for the recent visit of the Merlin helicopter, piloted by one of Guernsey's very own, Ft Lt Natalie Grainger, one of their more pleasurable moments.

Some of the functions undertaken by the Team bring them very close to people who have been involved in traumatic events, such as road traffic collisions, aircraft crashes, missing persons, not forgetting those who been displaced from their home as a result of actions outside their control. Such events require different skills to those more often seen in media reports but all form part of a regular training programme which is delivered on a weekly basis. The quarterly programme is agreed in advance and input gained from services such as Guernsey Police and Guernsey Fire & Rescue Service. A sample programme could include equipment familiarisation, training on traffic control, public order, assertiveness & control, table-top planning exercises, working with Police Dogs, safety when working around the Bomb Disposal Team, radio communication exercises, flying with CIAS (Channel Islands Air Search) to test communication and develop a greater understanding of where each respective organisations can assist each other, and the list of activities goes on.

Membership of the Team is regarded by many as an honour and a privilege, allowing them an insight into the work of other organisations and services in the Island. In return, they give several thousand hours of their time per year to train deliver and share their knowledge and skill in anticipation of times of need.

So, next time you see them out and about why not give them a wave!

**If you would like to find out more about how to become a CPV go to [www.gov.gg/CPV](http://www.gov.gg/CPV)**



## YOUR SCHOOLS YOUR CHOICE

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*The Education Department will be launching a major consultation on the future structure of secondary and Post-16 education in September.*

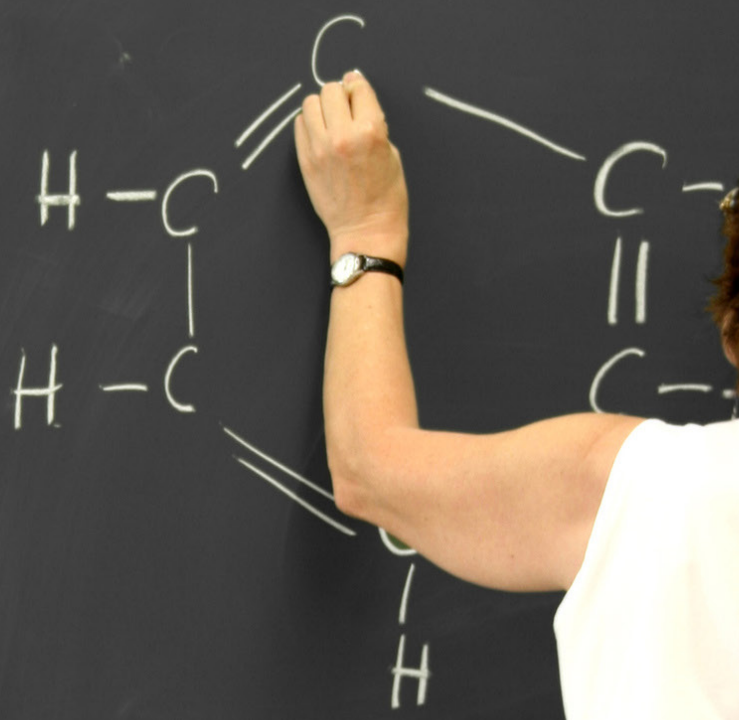
Your Schools, Your Choice will look at options including: whether the Island maintains its selective education system or not; how best to organise and deliver education options after Year 11; whether the States should continue to fund the three grant-aided Colleges and if so to what level in the future; and finally, the consultation will consider the preferred number and size of secondary schools.

The Department is hoping to encourage as many people as possible to take part in the consultation. In line with Service Guernsey aims we want to try to ensure that we are providing the education service the public wants.

As well as the usual online questionnaire there will be a series of independently facilitated focus groups for young people, parents, teachers, employers and other interested members of the community, an online crowd debate for education professionals, a special survey for older primary school children and a number of meetings and presentations.

Make sure you watch out for the launch of Your Schools, Your Choice in the local media and via the education website. We would encourage all staff as parents, grandparents and taxpayers to respond to our consultation - your views matter!







## CRIME AND JUSTICE SURVEY

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*We want to know what you think about Crime and Justice in Guernsey.*

Are you aware of the services available? What issues are important to you?  
How could services be improved?

The 2015 Crime & Justice Survey provides an opportunity for you to feedback your opinions, experiences and needs directly to key criminal justice organisations; including the Guernsey Police, the Border Agency, the Prison and the Courts. The results of the survey will help inform policy decision making and will support the future development of criminal justice services in the Bailiwick.

The Survey closes on 13th September 2015. It takes only ten minutes to complete and is totally anonymous.

**Go to [www.gov.gg/CrimeJusticeSurvey2015](http://www.gov.gg/CrimeJusticeSurvey2015)**



## USE THE GUILLE-ALLES LIBRARY

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