



CHANGING TIMES

June 2017



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Welcome to the Latest Edition of Changing Times

Since the last issue of Changing Times the States of Guernsey have been working, alongside the community, to develop the government's priorities for the next five years. The work has been summarised into the Policy & Resource Plan – Phase Two policy letter, which was published on the 22 May 2017. The programme for government combined with the Medium Term Financial Plan and the major capital projects portfolio will be debated by the States on 27 June 2017.

Phase Two of the plan will be covered in more detail on the pages inside, but I wanted to highlight to you that the importance of social policy has been widely recognised across the prioritised areas. This can be seen through the main social strategies such as the Children & Young Peoples Plan, the Supported Living & Ageing Well strategy, the Disability & Inclusion

strategy, the Domestic Abuse strategy and the public health strategies (including Mental Health & Wellbeing, Drug & Alcohol and Healthy Weight), all being prioritised within this phase of the plan.

Fundamental to the success of these strategies will be the need for the community to work closer together to deliver the outcomes that the social strategies aim to achieve. It will therefore be important for third sectors' views to be heard and represented, along with other areas of the community.

Following on from the debate in June, the States will be working to align the priorities and the resources for presentation with the 2018 Budget report. On behalf of the Policy & Resources Committee I would like to extend our thanks to all those that contributed their views and had input into the plan. I look forward to assisting with strengthening the existing links between the third sector and the States and working alongside many of you to support the progress of the social policy areas of the plan.

Deputy Jane Stephens

The Children and Young People Plan Refresh 2017

Some of you will have attended the Children & Young People Plan (CYPP) Refresh event on 11th May and may also have seen the article about this in the Guernsey Press (22nd May) which highlighted the positive impact of the Plan to date.

The event itself was co-hosted by young people from the Youth Commission who were outstanding in their confidence and commitment to representing young people's voice, and this made for a very child focussed event. The event celebrated what has been a truly transformational Plan to date and highlighted the joined up thinking and work across committees and communities that has made this possible.

Although I am the implementation lead for the plan the real hard work is being done by colleagues across the States and within the voluntary sector, all of whom have embraced the philosophy of the plan and the vision that it paints for the next five years.

The plan acts as a transformational roadmap that everyone has signed up to, not just a document that sits on a shelf.

We have support and buy-in from all committees: from the Committee for Home Affairs in the engagement of Police, Probation and Family Proceedings Advisory Service colleagues who support the MASH (Multi-Agency Support Hub) and the Child Sexual Exploitation protocol for example; from the Committee for Education, Sport & Culture both in the MASH but also in the way in which the

Plan has been embraced and fully reflected in the curriculum, the dedicated support to our Looked After Children, the focus on emotional health and wellbeing in schools, the Youth Commission and the Hub who are supporting and giving a real voice to young people, and the Committee for Employment & Social Security who are helping to establish an apprenticeship scheme for those very vulnerable young people leaving care.

There are endless examples of how much the landscape for vulnerable children has changed in the last two years and I am sorry to leave any one out. Thank you all! This is a testament to how Service Guernsey transformation can really work with people across the Baliwick grasping that outcomes are best improved when we work together in partnership with each other. This includes involving parents, carers and children and young people themselves, so that the journey and outcomes are shared.

This approach has resulted in a drop in the number of children coming into public care, and in those who need a child protection plan to keep them safe. We are bringing children back from off island placements to their home community, which would have been impossible two years ago, and we now have supporting data about the things that concern our children and prevent them from thriving. All of this within existing resources.

However, we are only 12 months into a six year plan. The refresh has focussed on feedback from stakeholders about what we need to prioritise over the next 12 -18 months to build upon and sustain our progress to date. This will be published by the end of September, and will map out the next phase of our transformation journey towards a truly inclusive child welfare system that improves the life chances and outcomes for all children and young people in the most effective way.

Ruby Parry



Carer, Nurse & Midwife of the Year Awards 2017

International Nurses Day falls on 12th May each year and marks the anniversary of the birth of Florence Nightingale who is widely considered to be the founder of modern nursing.

This year Health & Social Care (HSC) celebrated by presenting the Carer, Nurse and Midwife of the Year Awards during a lunchtime ceremony held at the Princess Elizabeth Hospital.

These awards recognise carers, nurses and midwives for their outstanding contribution and care. They are open to anyone working in private residential or nursing homes, primary care, a private agency, the Medical Specialist Group or HSC staff.

They are presented to staff that have gone the extra mile to ensure patients receive an outstanding level of care and to individuals who were caring, compassionate, empowered, educated and accountable (as set out in the Care Values Framework 2017-2020).

This year's winners this year are picture above with Deputy Heidi Soulsby, President of HSC. (Left to right: Carol Winder, Pierre Herve, Paula Wilson, Claudine Paluch, Jennifer Thom, Anne Kavanagh.



Carer of the Year

Winner: Carol Winder (Alderney)

Carol is a senior carer at the Connaught in Alderney. She was nominated by many of her work colleagues and the wife of a patient. She was quoted in her nomination as being 'compassionate towards both my husband and myself, recognising the trauma which we both experience because of his dementia'.

Highly Commended: Paula Wilson

Paula Wilson is a carer on De Sausmarez Ward and was nominated by her colleagues. Her nomination states 'The Care she provides always exceeds the standards. She makes sure she goes over and above. She treats each patient as though they are part of her own family'.

Midwife of the Year

Winner: Claudine Paluch

Claudine is a midwife on Loveridge Ward and was nominated by a new mum. Claudine went the extra mile to ensure that both the new mum and her son were cared for with compassion as the baby needed surgery the day after he was born. 'She was there to reassure me and provide support and continued to check we were ok'.

Highly Commended: Jennifer Thom

Jennifer is a midwife on Loveridge Ward and was nominated by a work colleague. Jennifer is relatively new to the team and was very shy and quiet when she started. She has blossomed into an increasingly confident practitioner and is a valued member of the team.

Nurse of the Year

Winner: Anne Kavanagh

Anne is a community psychiatric nurse and was nominated by a mother, a patient and a friend of a patient. Her nomination stated 'she has been like a 'boxing coach' coaching me to put up a fight in my Bipolar battle - not letting the illness win'. A family member of a service user also said 'the care Anne provides doesn't focus just on my daughter but recognises that mental health affects loved ones too'.

Highly Commended: Pierre Herve

Pierre was a Uro-Oncology Specialist Nurse who retired recently after 45 years of nursing. Pierre's colleagues said 'Pierre is the most professional, passionate nurse I have had the pleasure of working alongside. He goes that extra mile not only for his patients but other members of staff.

Cystic Fibrosis Guernsey

Cystic Fibrosis Guernsey (CFG) is a new charity offering emotional support, information and practical advice.

Through our website cysticfibrosis.org.gg and our Facebook page www.facebook.com/CysticFibrosisChannelIslands we aim to raise awareness of this condition and provide a medium through which the Channel Island CF community can interact, discuss CF specific needs and focus attention on them.

CF is a life limiting genetic condition caused by a faulty gene and is normally diagnosed at birth. The faulty gene controls the movement of salt and water in and out of cells. In CF this fault causes a thick mucus to gather in lungs and restricts the secretion of digestive enzymes into the gut creating a range of challenging symptoms including loss of lung function and poor growth. There is no cure.

To be managed effectively CF requires a specialised Multi-Disciplinary Team (MDT). This specialised level of care is not available in the Channel Islands so we rely heavily on off Island paediatric and adult CF Teams, primarily at Southampton General Hospital (SGH). Paediatric protocols allow for a degree of shared care between Guernsey and Southampton however, once CF sufferers transition to adult services their care is managed entirely by the off Island MDTs. Regular off Island travel becomes a challenging feature of family life.

The nature of CF means that multiple admissions to hospital for periods of 2 weeks are common, particularly during adolescence. The cumulative effect

on a CF child's education can be significant. As a result of concerns expressed by parents, CFG have been working with Nick Hynes and his team at Education Services, in an attempt to provide a solution to the lack of formal educational support given during prolonged periods of hospitalisation.

The solution achieved involves utilising the EOTAS (education other than at school) teacher, in conjunction with an online learning platform called TUTE which can provide a comprehensive range of subjects up to GCSE level, either as standalone lessons or in support of work set by their school. A framework to access this solution is being worked on by Nick's team and once in place will benefit not just CF children hospitalised for extended periods of time in Guernsey.

Recently CFG had a number of very constructive discussions with Health & Social Care (HSC) arising from the new challenges CF sufferers are presenting as they transition to adult services due to the new and unusual nature of care required, clarifying how that care can be accessed and how it should be managed going forward. Similar constructive discussions have also recently taken place with the Guernsey Therapy Group (GTG) allowing CFG to provide clear advice on our website on how to access the services GTG provide.

The improved health of CF sufferers means most now transition into the adult world presenting many new challenges not just in terms of health management for HSC but also ESS and the contribution they can make within our community given the right support. CF Guernsey continues to work closely with service areas across to the States to improve the level of understanding and knowledge of the issues facing our CF families finding collaborative solutions where we can.

Mike Read
President CF Guernsey



Walking for Foster Care Fortnight

The Family Placement Service, part of Children and Family Community Services, recruit assess and support carers for children who cannot live with their birth families.

Our team is made up of a Manager, Senior Social Work Practitioners, Social Workers, Social Work Assistant and Administrators. As well as foster care, specialist foster care, and adoption we also have short break care, term time host services, post adoption support and the letterbox service which facilitates indirect contact between adopted children and their birth family.

In May the Family Placement Service participated in Foster Care Fortnight, a national event that promotes the need for more foster carers. The overarching theme of Foster Care Fortnight this year was 'foster care transforms lives'. We are passionate about the difference that foster care makes to the lives of fostered children and young people, and Foster Care Fortnight was an excellent opportunity to showcase that difference. Foster care doesn't just transform the lives of the young people who are fostered, it also has the power to change the lives of foster carers, their families and all those who are involved in fostering.

During Foster Care Fortnight we held two drop in sessions at Beau Sejour. The purpose of these events was to provide information about fostering and the public could pop in to pick up information and talk to foster carers and the team. These were

a great success and anyone who was unable to attend is still welcome to contact our team for more information.

A Foster Walk was held on Sunday 21st May. We met up at Rouse Tower and walked from the Tower to Les Amarreurs. The aim of the walk was to show our support for foster care and the fantastic role of foster carers. This was a lovely event and lots of people came with their families and dogs to support us. We wore bright colours, carried colourful balloons and many of us brought a picnic to have at the end of the walk where the children could play on the beach or at the play park. The Guernsey Foster Care and Adoption Association provided gifts for the children who joined us.

Foster carers and adopters are being sought to ensure we can meet the needs of the children of the Bailiwick. Children are unable to live with their birth families for many reasons, and need the care and support of adults who can help them to recover from the events that led them to move to our carers. Foster carers and adopters are not alone, we provide lots of support, training and advice. Other carers and professionals from health, education and wider services are all part of the team that our carers join to support the children.

If you are interested in finding out more, please do contact the Family Placement Service on 713230, or go to: change@guernseyfostercare.com.



A Framework for Positive Change in Dementia Care

The recent publication of the States of Guernsey Policy and Resource Plan sets out a vision for the island for the next 20 years. The individual States Committees have outlined their own particular responsibilities within this plan.

The Supported Living and Ageing Well Strategy (SLAWS) has already identified that increased life expectancy is one of the biggest challenges facing Guernsey in the years ahead. It has been estimated that the number of people aged over 85yrs in Guernsey is expected to triple by 2050. This is a worldwide trend and as people live longer this will lead to an increase in the numbers of people developing dementia.

Dementia has significant health, social and economic significance to Guernsey, since a high proportion of individuals with dementia are users of acute hospital, community care and long-term residential & nursing placements. It is estimated that the social care costs for dementia in the UK almost match the combined costs of treating cancer, heart disease & stroke.

It must also be acknowledged that people with dementia are not just users of medical services. Most people with dementia live at home and like anybody else, they will be using shops, hairdressers, banks, post offices, buses, the theatre, airlines and the pub. The Guernsey community in general should be ready to adapt to meet this need and to promote inclusiveness.

The Dementia Framework (www.gov.gg/Olderadultmentalhealthservices) was commissioned as a stream of work under the Disability and Inclusion Strategy. The Committee for Health & Social Care (HSC) published the framework in May 2017.

The Framework outlines 6 key areas of practice where we feel Guernsey has an opportunity to make positive changes in relation to dementia care whilst keeping the person with dementia at the centre.

There is already some good work underway in some of the areas above. In terms of raising awareness of dementia, we have developed a strong voice through Dementia Friendly Guernsey www.dementiafriendly.org.gg. This project which has the backing of the Alzheimer's Society Chief Executive, Jeremy Hughes MBE, has drawn together members of the voluntary sector, HSC members, volunteers, people with dementia, and private businesses in order to promote further awareness of dementia. The group has already trained over a dozen Dementia Champions who are rolling out awareness sessions to the public and businesses to help Guernsey become more dementia friendly. There are now more than 200 Dementia Friends with more lined up to attend sessions. This fits in with the ethos of inclusiveness which underpins the Disability and Inclusion Strategy. The project has also been a good example of the public sector engaging closely with third sector groups.

Within HSC there is an ongoing programme of developing more in-depth awareness for staff who may be working with people with dementia. The Newcastle Model looks at helping staff understand behaviour that might be challenging in dementia. This understanding is especially important for nursing and care staff within general hospital wards where people with dementia will present due to other medical conditions such as falls or infection and will often need more help, understanding and

patience from those looking after them. This project needs to be ongoing.

There is also some important work underway in relation to Capacity legislation. This will help clarify working practices for clinicians but also for families who may wish to plan ahead to support a family member who may lose decision-making abilities due to dementia.

The framework also highlights shortfalls and areas of opportunity within our current operating model. We need a more joined up Community Care pathway with extra training and support for carer workers and perhaps looking at different models of working when it comes to people with dementia. Staff resource will also need to be considered to meet the growing need for dementia care in the community if we are to avoid an over-reliance on a finite number of long-term care beds.

We need to better support our carers who shoulder a huge burden of care and cost from the state. This may involve looking at different models of respite care to provide carers with access to regular breaks but not necessarily by placing the person with dementia in a care home which can be disorientating and confusing.

We need better post-diagnostic support after families receive a diagnosis of dementia; there is an opportunity here for developing the role of Dementia Advisors to offer support to families for up to a year after diagnosis.

The responsibility for implementing the Dementia Framework should not only fall to HSC but should be something that all members of our society can contribute to by becoming more dementia-aware. Whether that is helping to support a family member,



being more patient with somebody struggling in a queue, taking time to visit a neighbour or perhaps running an errand for somebody who is unable to get out? These are all little steps that don't cost much but can make a big difference.

Paul Corcoran
Nurse Specialist

Shhh! A day in the life of a Librarian

When I meet someone new, and we get talking about my job, mostly they assume I spend my time stamping books and telling people to shhh. Which I always find funny, because it couldn't be further from the truth.

I'm the Outreach Librarian for the Guille-Alles Library, and it's my job to take library services out into the community, to anyone, anywhere, who for whatever reason doesn't come into the library. You're much more likely to find me jumping up and down in front of a group of parents and children singing the Grand Old Duke of York; or sitting on the floor in a community centre, cup of tea in hand, building a train track and chatting to parents about how they can use the library printer to print their job application; or running a training session at the prison so literate prisoners can help those who struggle with reading. I work to make sure that the library offers its services to everyone in our community, even if they struggle to access our building in Market Square.

You may have heard of the "1001 Critical Days" manifesto. It's a UK government initiative that highlights the importance of giving babies the best start in life, from conception to age 2. A large part of "the best start" involves parents reading to their children, and telling them nursery rhymes, helping them to develop language and communication skills. I work with many different organisations to ensure this happens: I work with the team at the Kindred Centre, running a rhymetime at their weekly drop in sessions, and talking to parents doing the "Incredible Years" parenting course. I work with Homestart and visit their Dragonflies toddler groups regularly. I work with the volunteers

at our Community Libraries, at the Western Community Centre and at La Nouvelle Maraitaine, to provide a weekly story and rhymetime for families who find it difficult to access the sessions we run in the Guille-Alles Library. I'm also working with the new Children's Centre, Bright Beginnings, to provide library services to families who use the centre.

My role isn't just about reaching out to young families: I'm also responsible for running the Prison Library, and working with the education team there to provide a good library service, and improve learning opportunities for prisoners. We've recently set up a new reading scheme with the support of the Shannon Trust: we train literate prisoners to teach others who may struggle with reading, on a one to one basis. It gives the mentors a new skill, and a new purpose, and means that prisoners who might never consider accessing formal education still have the opportunity to learn to read, which can make a massive difference to their prospects on release.

And that's only the start: the library also works with Autism Guernsey, providing a space for their parent drop in and teenage group. We're working with the Youth Commission to provide a safe space for teenagers to hang out on Saturdays. We run a fortnightly Cyber Seniors group, providing information and advice for older people on anything from setting up a Facebook account to sorting out the error message on their Ipad.

The library is a dynamic community space providing an invaluable community service. Come and see us soon. You might be surprised at what you find.

If you'd like to get in touch with the library about working with us to provide library services in the community, contact ga@library.gg or call the library on **720392**.

For more information about The Shannon Trust and the excellent work they do in prisons, go to www.shannontrust.org.uk



Transforming the way health & social care services are delivered together

Health & Social Care's (HSC) vision is to provide high quality services jointly designed by our communities and staff, allowing access to healthy lifestyles and social wellbeing for everyone in the Bailiwick.

CareWatch is a newly established community partnership scheme that will help HSC understand what is important and add value to service users. It will help shape the way care services are delivered now and in the future as part of HSC's transformation programme.

CareWatch will be truly focussed on meeting the needs of islanders across the Bailiwick and ensure that services are fit-for-purpose and able to meet future demand. It helps set the priorities for improving Health & Social Care provision and will make sure that the feedback of service users themselves is fed into following strategic work streams:

- the Care Values Framework (gov.gg/carevaluesframework) is focussed on achieving better care and outcomes for our community.
- the Transformation Programme of Health & Social Care services to meet the future needs of Islanders and an ageing population.

- the Single Governance Framework is an HSC wide systematic approach to ensure that we maintain and improve quality of service within Health & Social Care.

HSC wanted to ensure that CareWatch is as inclusive as possible and represents a wide cross-section of views and with that in mind is delighted that the following people agreed to represent the views of the Bailiwick at its first meeting which was held on 16 June 2017:

- [Roger Allsopp](#), Chair
- [Charlie Cox](#), Guernsey Youth Commission
- [David Inglis](#), Age Concern
- [Graham McKinley](#), States of Alderney Representative (Health & Social Care)
- [Karen Blanchford](#), Guernsey Disability Alliance
- [Katherine Adam](#), Citizen's Advice Bureau
- [Lauren Guille](#), Guernsey Youth Forum
- [Rick Lowe](#), public representative
- [Tanya Martinson](#), public representative
- [Tracey O'Neill](#), public representative

CareWatch had its inaugural meeting and induction day on 16 June 2017, in which members of the panel learnt about the wide range of services delivered by HSC across Children and Family Community Services, Adult Community Services, Acute Hospital Services, as well as HSC's transformation programme and governance. Members also were able to listen to service user feedback through a series of videos filmed across HSC.

The next meeting of CareWatch is to be held on **27 June 2017**, hot on the heels of its inaugural meeting. Members were keen to continue the momentum and agenda items will include working out a programme of objectives for the forthcoming 12+ months as well as agreeing individual roles.



Getting back to work

The Community and Environmental Projects Scheme (CEPS) provides work and training opportunities to support people back into work following unemployment or long-term illness.

The Work2Benefit scheme is designed to support people who have not worked for a prolonged period and introduces a regular work routine which helps improve people's confidence and team working skills prior to moving into paid work.

States Works manage both schemes on behalf of the Committee for Employment & Social Security, but other organisations, including those in the voluntary sector are also involved because they offer work placements to some people attending these schemes.

CEPS Manager Martyn Barbé explains...

"CEPS is an established work rehabilitation programme that supports unemployed people back into work through paid employment. Placements generally last for eight weeks, which is designed to give enough time for people to develop a work routine and improve their skills.

Work2Benefit customers can face greater barriers and need to be supported in a different way so these placements are generally taken for up to 52-weeks and tend to concentrate on developing a stronger work ethic and improved attitudes to work. Work2Benefit participants continue to receive their benefit payments while on the scheme and there are opportunities to either progress to a CEPS placement or appropriate employment.

The most satisfying part of this work is to see people start to realise their potential, increase in confidence, begin to overcome barriers and ultimately leave the scheme to start a new job.

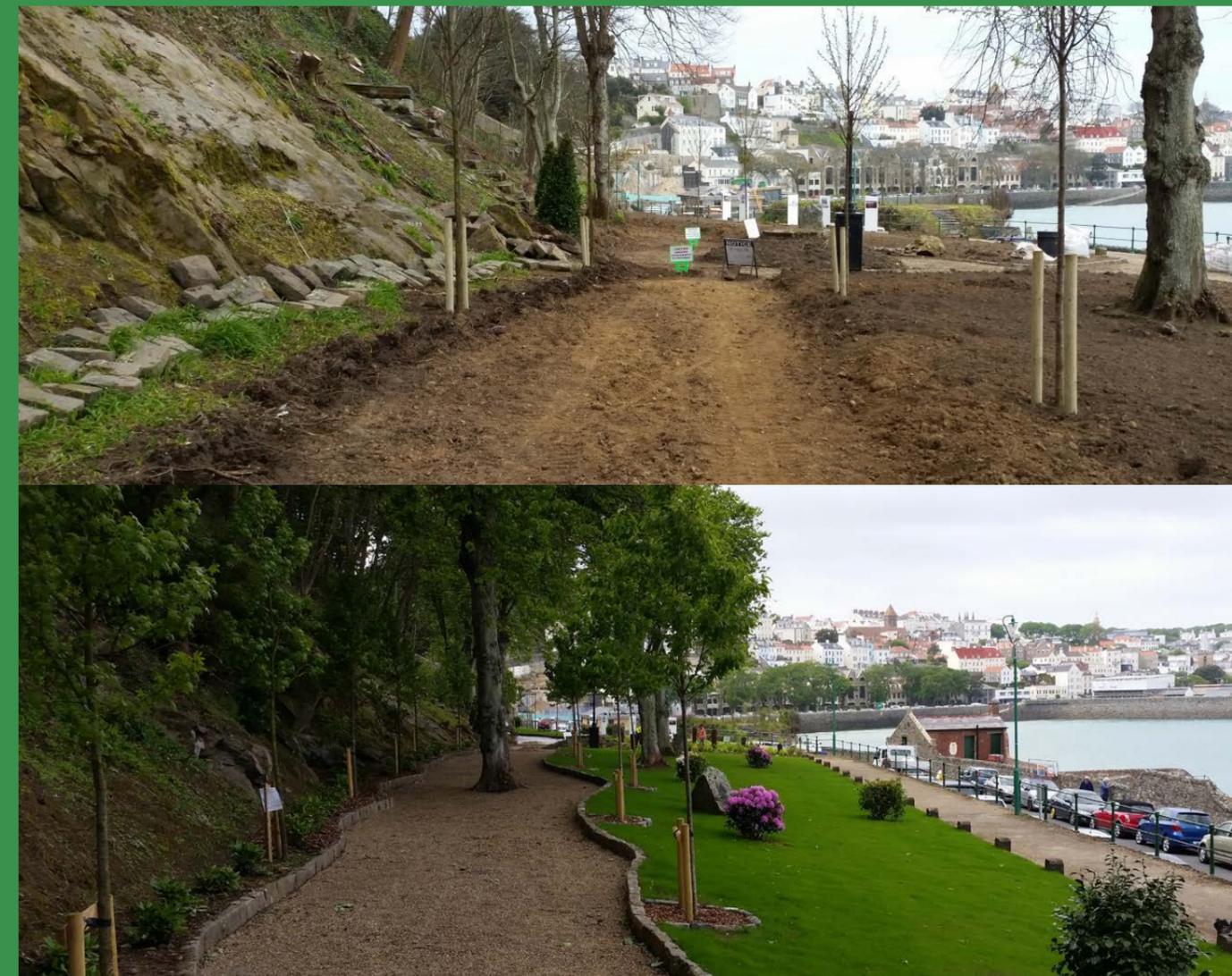
We continue to raise the profile of CEPS, partly to ensure we have a flow of interesting projects to provide learning opportunities but also to help engage with employers who would be willing to work with the scheme in providing opportunities."

Dedicated team leaders, Linda Hutchins, Dave Walden and Steve Walters have all, for different reasons, faced the life changing experience of being unemployed and so are in an ideal position to offer a helping hand to those in similar situations now.

All participants undertake practical projects in the community as part of their placement. Work is done for third sector organisations, government Committees and customers of social support organisations. This not only provides a valuable service to the island but also helps team leaders to observe the work place behaviours and attitudes of the participants and help them get the most out of the opportunities it gives them.

Those on the scheme regularly look for work as their placement is ongoing and some employers now contact the scheme directly when they need new staff. Suitable candidates are helped to prepare applications for interviews and sometimes work experience placements or trials are arranged.

In 2015, a 20-year old woman (Miss X) was referred to CEPS suffering from depression and anxiety and at first was quite difficult to communicate with. We took Miss X onto the scheme and placed her with Linda Hutchins, who is now a Team Leader but came through the scheme as a participant herself. Linda took Miss X under her wing and she grew in confidence over the time she was with us and proved to be reliable and conscientious. Linda



contacted Les Cotils, a previous employer of hers, to see if there were any opportunities available and following a meeting between the CEPS Manager and staff at Les Cotils, a work placement was set up with Miss X in the housekeeping section. This placement was supported by Linda and at the end Miss X was offered permanent employment where she remains today.

Fiona Naftel, Managing Director at Les Cotils said; "Les Cotils is very pleased to be able to work in partnership with CEPS and about eighteen months ago we recruited a young lady to work in

housekeeping. She worked in that section for just over a year but was keen to develop and when a vacancy arose in reception she expressed an interest. We appointed her on a three-month trial period and have supported her with lots of training both on and off the job. I would encourage all employers when recruiting to consider the CEPS scheme, it has worked for us." If you would like to know more about CEPS you can contact Martyn at States Works on **246263** or email **martyn.barbe@gov.gg**

Disability Access in the Bailiwick

How do I know which venues meet my access needs in Guernsey and Herm?

The States of Guernsey have been working with DisabledGo since 2012 to provide factual information about a variety of venues in Guernsey. The access guides include information about:

parking bays; how far you would need to walk to get to an entrance; whether a hearing loop is available at reception; what side the transfer space is at in an accessible toilet; whether there are tactile lift buttons; whether staff have received disability equality training; whether someone plays background music; whether flashing fire alarms are available and if there are places to sit and rest.

There are over 600 venues on DisabledGo Guernsey. This year we have also included an access guide for The Princess Elizabeth Hospital which can help when planning hospital visits. In addition there are several walking routes which include the airport, Guernsey

Prison and a few of the island's Tasty Walks. In Alderney there are access guides for St Anne's School and Mignot Memorial Hospital.

Accessible Activities

For the second year running the Saffrey Rotary Walk has enabled disabled people and their carers to participate in the around island walk. A relay team of Guernsey Disability members completed each section of the course.

The Guernsey 1st Scouts joined the group at Chouet to 'walk and talk' and learn more about how disability affects people and how taking part in something like the Saffrey Rotary walk is a great inclusive community event. They were then joined at Bordeaux by three wheelchair users to the finish at the Liberation Monument.

For more information go to: www.disabledgo.com





Bereavement is one of the most devastating things any of us will ever go through. For many employers, it can be difficult to know how to respond when an employee is bereaved, and how to ensure that the impact on both the individual and the organisation is minimised.

With one in ten people in the workforce likely to be affected by bereavement each year, employers will benefit from planning ahead. The Guernsey Bereavement Service acknowledges that while many bereaved employees cope reasonably well at work, others struggle to manage their loss, and this can impact on their work and their relationships with managers and colleagues. A well planned and managed approach to bereavement at work not only helps the employee to cope better with their loss but also:

- Supports their return to productivity
- Can help reduce absenteeism and sick leave
- Helps avoid unnecessary staff turnover
- Addresses the impact on colleagues & co-workers
- Strengthens corporate culture and team morale

The Guernsey Bereavement Service has been supporting the bereaved for over 20 years; our trained volunteers provide one-to-one support for around 180 people each year. In addition, the charity also offers group sessions and training in bereavement care for other organisations. Part of

our mission is to enable bereaved people to be better supported within the community and we are keen to work in partnership with other organisations.

The Guernsey Bereavement Service's manager, Linda Norman says, "sometimes it's as simple as not ignoring the situation or saying anything to minimise the loss such as "we all have to go sometime" or "they had a good innings". Also, being able to manage an employee's return to work while being sensitive to any possible impact on performance or change in the employee's circumstances, such as caring responsibilities, is welcomed. Remember that the full impact of a bereavement may not be felt until sometime after the loss."

Developing a bereavement policy, training managers and human resources staff, and having access to bereavement support will ensure that your organisation can offer an appropriate and timely response to bereaved employees. The Guernsey Bereavement Service can provide full or half-day courses to ensure that staff are confident in providing a caring and compassionate approach that meets both the needs of the bereaved employee and the organisation.

If you would like to:

- Learn how to support bereaved clients and colleagues
- Gain a strong understanding of bereavement issues and the factors affecting the grieving process
- Improve your communication and interpersonal skills
- Ask questions and share your experiences

Contact the Guernsey Bereavement Service for more information call **257778** or email admin@gbs.org.gg for further information. We can even tailor the training to a specific work environment.



Provision for Carers in Guernsey

The Guernsey Community Foundation recently published a report recommending the establishment of a new charity to help local carers. A working group formed by the Guernsey Community Foundation researched the support services currently in place for carers in Guernsey with the aim of identifying any gaps in provision.

The Carers Guernsey Working Group, led by Peter Harwood, a previous Deputy and Chair of the States Supported and Living Well Strategy, has conducted interviews with organisations that work with carers and has investigated the many challenges that carers can face. This includes carers of any age and carers of individuals with any medical or age-related condition. Current estimates suggest that there are between 2,000 and 4,000 voluntary carers in Guernsey.

The report reviews the provision and support services available for carers within the voluntary sector, private sector and by the States. Voluntary sector provision includes services for carers of individuals who have a diagnosis of a specific medical condition, such as Alzheimer's or Parkinson's, or other mental or physical health conditions. However, there is no one organisation that works to represent the whole community of carers and to look after their needs.

The report, presented to Deputies and representatives of the charitable sector in May, concludes that although carers save the States approximately £29m a year by looking after friends and loved ones, they face a range of challenges including:

- Insufficient respite care
- Limited information on the support services available
- A lack of a support network to give emotional support and advice
- An absence of training
- Limited community service provision
- A lack of personal care budgets
- Affordability of private care
- Employer inflexibility
- The lack of a single 'voice' or advocacy group representing their interests

To address these key issues and gaps in provision, the report recommended the creation of a new organisation 'Carers Guernsey' to:

- Give carers a voice in matters that affect them
- Provide emotional and practical support to carers of all ages and across all conditions



- Provide a central service for information and advice to carers
- Assist in the identification of and sourcing of services from various providers to all carers
- Achieve these and more primarily by working with and supporting existing charities and organisations and in partnership with the States of Guernsey

The Foundation will provide £80,000 to cover the new charity's start-up costs, and help to source additional funds to cover ongoing expenses.

Deputy Jane Stephens, member of the Policy & Resources Committee spoke at the launch of the research and said that the States is looking forward to working in partnership with Carers Guernsey and other community organisations on the development of the Carers Strategy, due to be considered by the States in 2018.

"I would like to thank the Guernsey Community Foundation for undertaking this research into the extent of the support that is currently available to carers in Guernsey. Many people in Guernsey juggle caring responsibilities with both work and family commitments and this report highlights some of the challenges currently faced by carers in Guernsey. We look forward to hearing the views of other interested parties on the proposals and to working in partnership with the Guernsey Community Foundation and other community organisations as this work is taken forward."

Copies of the report can be downloaded from the Guernsey Community Foundation's website at www.foundation.gg

Meet Niki Cleal



Niki Cleal has been brought in to lead on the co-ordination and implementation of the Supported Living and Ageing Well Strategy (SLAWs)

Tell us a bit about yourself.

My name is Niki Cleal. I have recently joined the States of Guernsey in the Strategy and Policy team in Policy & Resources. My role is to lead the co-ordination and delivery of the Supported Living and Ageing Well strategy (SLAWs). In this role I will work closely with officials and politicians within Policy & Resources and the Committees for Health & Social Care, Employment & Social Security, and Environment & Infrastructure, as well as working with organisations in the private and third sectors.

What is the Supported Living and Ageing Well Strategy (SLAWs)?

In February 2016 the States of Deliberation agreed to implement the Supported Living and Ageing Well Strategy. The strategy set out the care and support that should be provided for all adults over the age of 18 in the Bailiwick of Guernsey. It includes the care and support needs of people with long-term conditions such as autism or learning difficulties, as well as identifying the care and support needs of the older population. The States agreed to a large number of resolutions within the strategy ranging from a greater focus on strategic planning, to recommendations on the way care and support services will be delivered and funded in the future and also includes societal issues such as tackling loneliness and ageism which the third sector will lead.

Anyone interested in receiving updates on progress on the Supported Living and Ageing Well Strategy can contact Niki at niki.cleal@gov.gg or on telephone **(01481) 717271**, Internal **(674 2571)**.

What did you do before joining the States?

Immediately before joining Policy & Resources, I was the Policy Director at the Guernsey Community Foundation. I have also previously advised the then Department of Social Security on the development of the Secondary Pensions proposals which will result in individuals in the Bailiwick of Guernsey being automatically enrolled into private pension saving. I was previously the Director of the Pensions Policy Institute in London and worked in the UK's civil service for over 10 years and was born and educated in Guernsey.

What impact are you hoping to bring to the role?

I have had a long involvement in public policy relating to long-term issues – pensions and retirement income policy, the impact of an ageing population and issues around the funding of Health & Social Care services. I am hoping to be able to use this experience to bring about an improvement to the way that we care for and support adults in the Bailiwick of Guernsey and to help to ensure that services are being delivered and funded in a way that is sustainable for the long-term.

How does working for the States of Guernsey compare to working in the UK's Civil Service?

I have been working for or with the States of Guernsey in a range of different capacities for the last two years since returning to Guernsey from the UK. I spent the first ten years of my career working for the UK civil service at HM Treasury and for the NHS Executive. I have been surprised by how different Guernsey's system of Government is when compared to the UK's. On a positive note, civil servants in Guernsey get to take on a wide range of responsibilities and range across a broader number of policy areas than you might expect in a larger Government. I am looking forward to working with colleagues across the States as we progress the Supported Living and Ageing Well Strategy.



Over 20 Years of SHARE Success

Guernsey is ahead of the game. Whilst England had been deciding on whether or not Sex and Relationships Education (SRE) should be compulsory, the SHARE nurses have been supporting the education services in the delivery of SRE for over 20 years.

The SHARE (Sexual Health and Relationship Education) team is made up of three part time nurses, all qualified to teach Personal, Social and Health Education (PSHE). Although SHARE support schools with resources to deliver SRE at Key stage 1, the teachers do the SRE delivery at this young age. During the primary school sessions children learn about love, friendship and families, public and private and stranger danger, keeping clean and who to ask for help.

The SHARE nurses begin to see students at year 5 (about age 10) with an introduction to growing up. Children can identify some of the body changes that may happen in the next few years and how to cope with these changes. The following year they also learn about babies and parenting and how to cope with their changing emotions as they go through the transition to secondary school. Every session builds on the previous one, allowing students to learn in an age appropriate and sensitive way in order to be prepared for the changes ahead.

Parents have the biggest role to play in educating and preparing their children for the changes ahead. In the Bailiwick the partnership between home and school is strong. The SHARE nurses are always pleased to be able support parents and are happy to discuss the programme. Information about SHARE and film clips can be found at www.gov.gg/SHARE. When students move up to Secondary, SRE begins to focus more on puberty and relationships. Focus is on students being able to identify what a healthy relationship is and they learn about contraception, STIs and cancer awareness. In our modern digital world, young people's ideas about relationships can be easily influenced and it



is easy to put themselves at risk. A lot of the SHARE nurses work includes aspects of digital safety, topic may include sexting (sharing sexual images), talking online with strangers and the effects of pornography.

A major challenge for SHARE occurs when students have been accessing material designed for adults. This can be particularly disturbing for young children as they aren't able to process what they have seen and can lead to behavioural and emotional problems, both at home and school. The SHARE nurses work closely with the Digital Safety Forum in raising awareness locally and providing resources and support for parents and schools when necessary.

Another challenge can be reaching young people who are not in education full time. SHARE rely on parents other support agencies to refer individuals who may have missed lessons at school.

Celebrating success

Locally the number of teen pregnancies has been declining. We know that generally young people are making safe and healthy decisions and many abstain from sex until they are older and want to wait for the right partner, and a few still wait until they are married. Research tells us that in the UK only about 29% of 16 year olds have had sex. Most young people imagine it to be much higher, so part of the work of SHARE is to remind them that sex can wait. If they do decide to go ahead, SHARE ensure they all know about the excellent support we have on Island with the Choices and Orchard clinics, their own GP, School Nurses and the HUB.



Supporting Longer Working Lives

Some people in their 50s, 60s and beyond can face particular challenges when they wish or need to continue to work. The need to support older family members or grandchildren; difficulties working with health conditions and disabilities; encountering negative attitudes about age; and difficulties changing career in later life can all make it harder to remain in work.

The Longer Working Lives Project, led by the Committee for Employment & Social Security is aiming to report back to the States before the end of the year. It is investigating what could be done to support people to stay in work up to or past State Pension Age. This is important because, not only will there be a higher proportion of older people in the population in future, but the State Pension Age is also increasing. This means that in order to sustain our workforce in future, we will need more of our older islanders to be able to continue working.

After meeting with a wide range of people and listening to their thoughts and concerns about working for longer, the Committee have formulated some draft proposals to address what it believes are the priorities. A consultation on these draft proposals was launched on 15th June and will be

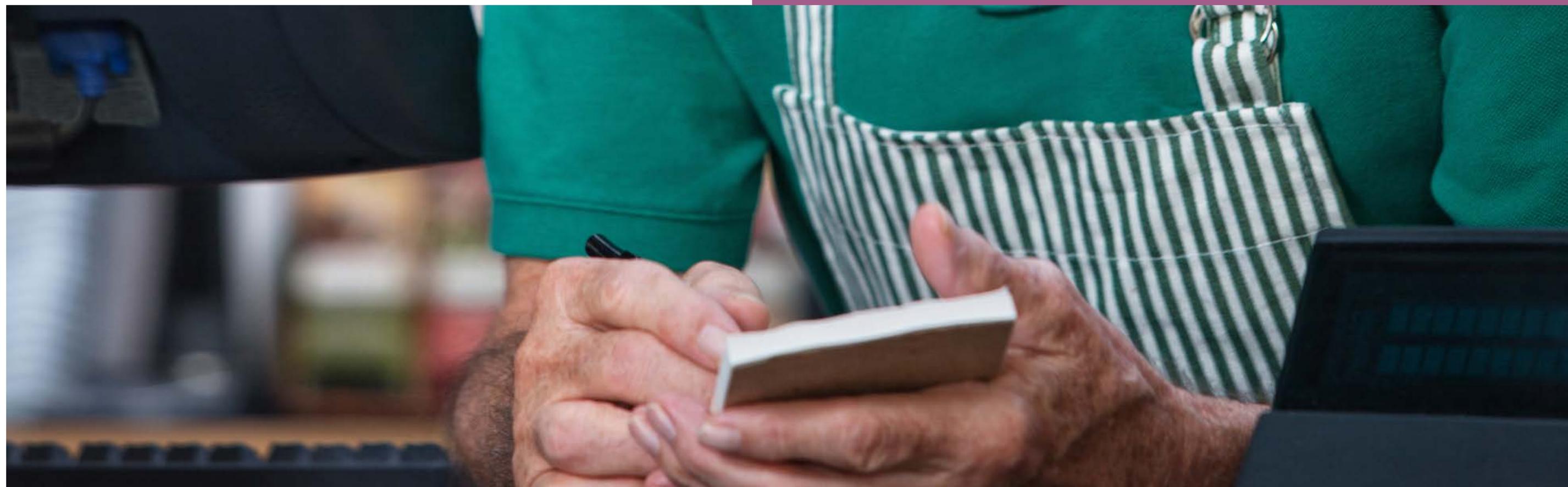
open to the public to give feedback until 14th July 2017. The draft proposals and consultation can be found at www.gov.gg/longerworkinglives. The draft proposals include:

- Continuing to develop the islands' Occupational Health and Wellbeing to support people at work with health conditions and disabilities and to prevent people from developing work related illness or injury in the first place
- Promoting flexible working and part time work options
- Consulting on the possibility of introducing age discrimination legislation
- Providing information and advice to support people to undertake 'mid-life reviews' to think through where they are with their career, health and finances

- Working with businesses to help them to take action by providing information on why adapting to an ageing workforce is important and by helping businesses to share good practice around supporting older workers

The Committee has also recognised that some people feel that the State Pension Age increase particularly affects them because of the type of work that they do and will review whether there is a way to adjust pensions or benefits to mitigate the financial impact on the individuals who would be most affected by changes.

If you have any views on these proposals, want to find out more or would like to give feedback please visit www.gov.gg/longerworkinglives, or email longerworkinglives@gov.gg.



Raising the Voice of Young Islanders

The Youth Forum for Guernsey and Alderney is a youth led project which aims to increase the voice of young people in decision making and offers a platform for their thoughts and opinions to be heard across the Bailiwick.

The Forum is made up of 38 peer elected young people who represent a wide range of schools and youth groups across the island to ensure the views of young people across the entire community are taken into account. Most recently the Youth Forum has welcomed three new representatives to its assembly from Les Beaucamps High School, expanding its reach into another high school.

The Youth Forum has represented the voice of young people for a number of important government and community initiatives including Mental Health and Wellbeing Awareness, Drug and Alcohol Awareness, Guernsey's Children & Young People's Plan, Union Civile proposals, the proposed secondary education reforms, and not least during the Guernsey election, where the Youth Forum had the privilege of working with the election team on a number of events. The most recent work involved supporting the States of Guernsey with the Children and Young People's Plan Refresh Conference - you can watch a short video outlining the Forum's involvement here: <https://www.facebook.com/YouthCommGsyAld/videos/1558915154139873/>

The Youth Forum has recently secured funding to launch an exciting new project which will give young people across the island the opportunity to campaign

on issues that they feel are most important to them. The Speak Up project will launch this summer and will see youth voice move into the digital space through the existing Speak Up Facebook page, created by the States of Guernsey during the first phase of the Children's and Young Peoples Plan (CYPP) in 2015.

The remainder of this year will see the Youth Forum launch its first young people's perceptions survey which will focus on mental health and wellbeing. The group will continue to represent the voice of young people when it is asked and will continue to build important working relationships with key local organisations that are involved with children and young people such as the Islands Safeguarding Children Partnership (ISCP).

The Youth Forum always welcomes those who would like to hear from young people, be it at meetings, proposals or events. The Forum meets once a month and you can book a visit by emailing the Youth Commission for Guernsey and Alderney on - info@youthcommission.gg.

Youth Forum Member, Pieter Durman, who recently spoke at the CYPP Refresh conference, describes the positive impact the Youth Forum can have when decisions are being made here in the Bailiwick:- 'Consulting young people throughout the whole policy making process benefits everyone, it ensures that young people get what they need and then through continued conversation the policy can be targeted to be most effective, which makes implementation have a larger impact and greater cost effectiveness.'

You can keep up to date with the Youth Forum by searching [@youthforgsyald](#) on Facebook and Twitter.



The Development of the Guernsey Employment Trust

On the 1 May 2015, Health & Social Care transferred its Supported Employment service, (Interwork), into the newly formed Guernsey Employment Trust (GET). From an operational perspective GET took over the day to day running from January 2015.

The aim of GET is to create employment opportunities for disabled and disadvantaged people and to assist them to prepare for, find and maintain work in Guernsey. GET is designed to address the employment needs of not only disabled people but to also support employers to respond to the needs of disabled staff and job applicants. People with all forms of disability are accepted, including physical disabilities, mental illness, sensory impairments, people with brain injuries and those with learning difficulties.

Following the transfer of Supported Employment services to GET one of the most important areas to be addressed was that of low participation of

disabled people in employment. There were some employment and disability services in Guernsey but statistics, discussions and observations indicated that the employment opportunities for disabled people were quite limited. This was especially the case for the provision of personalised support to disabled people and potential employers. The statutory service of Social Security provided considerable assistance to unemployed disabled people but the support they were able to provide was limited due to lack of resources. The then existing service of Interwork (formerly part of HSSD) was resourced to provide additional support to disabled job seekers but the numbers of disabled people being assisted were quite low.

To address this issue it was essential to develop and improve the previous service of Interwork that was taken over by GET. The priority was to ensure that GET was organised with appropriate staffing, relevant procedures and effective activities. It was also vital that GET moved to accessible and more appropriate premises. Existing employees were recruited to managerial roles and there was a heavy element of training and development to ensure that staff had the appropriate competencies to deliver the services. The move of premises from the dilapidated Jamaica Hall to the Fort Complex took place over a five month period to allow accessibility and other renovation work to be undertaken during which time GET operated a

full service to disabled job seekers and supported employees. A new service of Job Club for job seekers was added to support disabled people to compete for jobs in the local labour market.

GET was also re-branded to give itself a new and professional identity. Access to GET was made easier for disabled people by allowing self-referrals and accepting young people aged 16 and 17 years of age. GET also developed some general eligibility criteria such as only accepting disabled people that were seeking paid work and also disabled people that were committed to working with GET to explore employment opportunities. GET also began to engage with employers in a professional manner and took the time to understand the needs of the business community.

Since GET introduced new services, procedures and activities, our results have changed quite dramatically. Our statistics provide a stark contrast of the outputs and results achieved before GET and since GET took over the running of Interwork (as stated earlier this took place around January 2015). GET has received considerable recognition throughout Guernsey by disabled people, employers and key stakeholders with regards to the improvements made.

Our results and outputs have steadily increased over the past 2 years and as the table (left) indicates, GET are making significant increases in assisting and supporting disabled people to gain paid jobs in Guernsey.

The short to medium term aim of GET is to consolidate the work developed so far and to work more with employers in Guernsey. During Spring 2017, GET have produced a Good Practice Guide for Employers in Guernsey to assist employers meet their future legal responsibilities and implement best practice advice and guidance. Additionally, GET is introducing the Employers' Disability Charter



to enable employers to demonstrate tangible evidence that they are working towards taking positive action that will enable more disabled people to access employment opportunities in Guernsey.

Both the Good Practice Guide and the Employers' Disability Charter were produced as part of the States of Guernsey Disability and Inclusion Strategy.

It is also intended that GET look to broaden the range of job seekers it works with as the Supported Employment process can be applied to many disengaged or disadvantaged groups.

Guernsey Employment Trust has received fantastic support across the island from both the public and private sector. GET's Board of Directors have been very pro-active and the States of Guernsey Services (especially Health & Social Care and Employment & Social Security) have been a great source of help and cooperation. GET has also had support from Guernsey charities and the third sector.

Michael J Evans
Chartered FCIPD
Chief Executive



	2012-2014 (Average)	2015	2016
Referrals	28	60	86
New Starts	21	53	80
Work Experience Placements	47	82	97
Job Outcomes	18	31	69
Supported Employment Team Caseload	Not known	97	108
Job Club Caseload	Not applicable	23	22

The Guernsey Alzheimers Association

We are very grateful for the opportunity to tell you about our work which is devoted to helping carers and their loved ones with dementia.

Our comfortable Centre at Delancey is open three to four afternoons weekly for carers and their family where they will find companionship and understanding. They play games, knit, listen to music or sing and enjoy the refreshments that accompany all our activities.

Our Cathy Gill takes "Singing Down Memory Lane" to nine care homes several times each month. It's not a concert but everyone is encouraged to sing and her warm manner shows in the enjoyment of the Residents.

We have specially trained carers who will look after people with dementia in their own home; they might take them out for a walk or a drive calling in somewhere for a cup of tea. An hour or two to themselves is very much appreciated by carers when all of their time is devoted to this very stressful role. At present no charge is made for this service.

We know that expenses can arise when caring for someone with dementia which are not budgeted for. Often we can help with these unexpected costs, even if only in part so we encourage people to get in touch.

A library devoted to the subject of Alzheimers is available at the Centre and there is always someone there who understands the problems which carers meet. They might offer a suggestion which could help with a particular difficulty. On Wednesday afternoons experts come to talk about a wide range of subjects all connected with the well-being of the people you care for. Carers attend these talks while their loved ones are with us in the lounge being looked after and entertained.

The Guernsey Alzheimer's Association is an independent charity as are our associates Milly's Foundation in Alderney. We receive no States grant and all of our funds remain in the Bailiwick except for modest annual donations to Alzheimers Research UK and the research department of the University of Stirling.

We are happy to meet you at any time and place to discuss your concerns with the care of someone with Alzheimers and other dementias.

You can contact the Centre on **245121** or email: info@alzheimers.gg Our website is www.alzheimers.gg and we are also on Facebook as Guernsey Alzheimer's Association.



Here to help those caring for people with dementia

Helpline 01481 245121
info@alzheimers.gg
alzheimers.gg



Guernsey
Alzheimer's
Association

Princess Elizabeth Orchard

In June last year Radiographer Charles Hurford, with the support of Floral Guernsey, put in an entry on the behalf of the Princess Elizabeth Hospital for the ICCI Conservation Awards and secured funding to develop an orchard on the land outside the Mental Health Unit.

Charles highlighted the benefits the Orchard would have, not only from an ecology perspective, but for the patients and staff too. He was delighted when he found out that he had become runner up in the ICCI Conservation Awards and as a result received a £500 gift prize.

After receiving the award Charles was keen to get stuck into the project and spoke with Floral Guernsey who negotiated the acquisition of seating, trees and plaques for the Orchard which was taken from this £500 budget. Floral Guernsey then organised a planting day, a community event with people from all walks of life coming together one rainy October morning to help create this

fantastic space. Armed with supplies of trees from Guernsey Gardens along with crocus and daffodils the team worked really hard to create a space to be enjoyed by all. In total 44 fruit trees were planted and three benches were put in place.

Charles said that "This was truly a community project with lots of people contributing their time and money to make this orchard work"

As time has gone by the benefits of having the Orchard have been clear and as a consequence Charles has decided to invite the ICCI Conservation Awards team to come up to the Princess Elizabeth Hospital to take a look.

After all the effort put in to creating this space, Charles plans to continue the good work and hopes to secure more funding to buy some nesting boxes. Charles has been delighted to see that the orchard is attracting the attention of the staff and to see that people are sitting out there for lunch.

On Thursday 15 June the 2017 ICCI conservation awards saw Charles win a highly commended award for his orchard project. We would like to congratulate Charles on his hard work and achievement!

If you want to find out more about the project and how to get involved, please contact Charles Hurford on Charles.Hurford@gov.gg



The New Approach to Prison Officer Entry Level Training

Historically Guernsey prison has recruited new officers through an assessment centre. Following successful recruitment they were required to complete the Prison Officer Entry Level Training (POELT) in the Prison Service College at Newbold Revel in the UK.

Whilst at the college, they would undergo 6 weeks of training in modules such as; searching, use of force, interpersonal skills and report writing as well as many other “jail craft” skills. Upon return to Guernsey they would then be required to learn the various other skills required for a Prison Officer that were unique to Guernsey Prison.

In 2015, the UK advised that the course was being extended to 10 weeks in January 2016 increasing training costs to approx. £16000 per candidate. At times the prison had found it difficult to recruit with some candidates finding it virtually impossible to commit to the six week residential course for a number of reasons such as childcare and not wanting to be away from home for two weeks at a time. It was envisaged that these difficulties would increase as recruits would not be able to commit to the new 10 week course and potentially restricting the prison’s ability to recruit good candidates. It had always been acknowledged that UK training was not always consistent with the needs of Guernsey Prison and was sometimes irrelevant to our needs. It was the Prison Governor’s opinion that a wider gap was developing between what was taught in the UK and what was required to be an effective Officer in Guernsey.

Whilst recognising that the budgets were already stretched the prison would never be able to afford to continue with UK training. The prison decided to take a new approach and appointed a training manager with extensive prison experience from the savings released from off island training who alongside other operational tasks could develop and facilitate an on island solution. In addition the prison were able to return £10,000 from the training budget as an efficiency.

The Guernsey POELT course provides over 7 weeks all the learning that was available in the UK as well as providing the opportunity to complete a significant proportion of the professional qualifications now adopted for Guernsey Prison, The Scottish Vocational Qualification (SVQ) in custodial Care. Additionally, other elements of training that ordinarily would not have been completed until recruits returned to Guernsey.

The course concludes with a reception at the Bailiffs Chambers where the POELTs are presented with their certificate of completion in the presence of their families that allows them to operate as a prison officer in Guernsey Prison. This in itself is an honour that Guernsey recruits normally missed out on when training in the UK.

Since starting on island training the Prison has recruited 13 prison officers, developed an excellent standard of training that meets the needs of Guernsey Prison and has allowed the staff to shadow other officers whilst completing the essential elements of the course.

The results that have been achieved by doing things differently are significant.

If you would like to find out more please contact Jason Tardiff on Jason.Tardif@gov.gg or call **01481 240083**.



Learning Outside the Classroom

Places where learning happens can have a significant effect on how a child engages with a subject or idea. Our Islands offer a wealth of learning opportunities beyond the classroom in inspiring environments which help young people make connections within and across curriculum areas.

Learning outside the classroom, or LOtC as it is known, is now an entitlement for all young people in the Bailiwick as part of our new curriculum which will be implemented in all States' schools from September.

This curriculum has been developed by teachers for teachers with the professional knowledge of over 150 teachers across all phases of education working together to develop this framework. The curriculum embraces the entire learning experience of a child and does not see learning as just taking place in formal lessons.

'Schools are already actively embracing and increasing the opportunities to move learning out of the classroom,' said Education Services' Outdoor Education Advisor, D'Arcy Brimson.

'Any visitor to our schools will see examples of high quality LOtC ranging from solving maths problems outdoors to more adventurous activities as part of the Forest School approach.

'Four years ago an outdoor learning training week attracted 9 members of staff – last year we had more than 70 spaces available for this important

training. In 2017 we expect to be able to offer training to more than 100 members of staff. Alongside this are the regular opportunities we provide for sea swimming supervision training, climbing courses, coast and countryside walking training, orienteering and lots of other outdoor training opportunities,' said D'Arcy.

At the beginning of this term Castel Primary School had a whole-school training day dedicated to outdoor learning.

'The staff were really inspired by outdoor learning training with Jon Cree from the Field Studies Councils Environmental Training Centre,' said Head teacher, Linda Paley.

'Our Reception team spent the morning with Jon reviewing outdoor learning provision and learning how to further enhance our Forest Fridays. In the afternoon Jon's training was about use of our fire pit. We had a fantastic afternoon, which not only gave us

lots of ideas but also was a brilliant way to enhance mental health and wellbeing,' said Linda. 'We had great fun learning to forage, use a fire safely, make pizzas, cook fish and bread. Some staff commented that it was the best training day ever, as it was fun, practical and they could use the skills with their children. The Reception team used the fire pit with their children just a few days after completing the training and our Year 2 team are totally inspired to ignite interest in their 'Fire of London' topic with their children by using the fire pit.'

The training is frequently described as confidence-boosting, refreshing, excellent, and wonderful, with calls and requests for more.

'All of our schools also get involved in residential visits, from starting off with sleepovers in the classroom to camping on Herm or a fully supported expedition to Borneo. Last month we had several schools visiting France, Jersey and the UK. These

opportunities encourage independence; they help groups build relationships (teacher to pupil and pupil to pupil) and these trips nurture communication and team building skills. There is a wealth of evidence to support the positive effect spending time in the natural environment has on health and wellbeing, this in turn influences results and attainment back in the classroom,' said D'Arcy.

Another major LOtC opportunity this year will see more than 600 Year 6 pupils take to the water with the Set Sail Trust. This transition event will encourage them to work as a team, build their confidence, as well as meet some of the other pupils who will be joining them when they move to their new schools in September. The activity provides a real opportunity to make new friends and meet some of their teachers before they move into secondary education. And of course the chance to have lots of fun!



An Update on the Policy & Resource Plan

The most successful organisations, regardless of the services they provide and whether they are public or private sector, have two important things in common - a vision and a plan. The States of Guernsey is no different. To make informed decisions about our priorities, we need to know where we are going – our vision; and how we intend to get there – our plan.

As part of improving the way that government works, the States Assembly agreed to publish a Policy & Resource Plan to guide the planning and coordination of the work of the States.

The development of this plan was split into two phases. Phase one, known as 'Future Guernsey', set out our vision for the island in 20 years' time and what we needed to focus on over the next five years to move us towards achieving this vision.

The vision and four supporting themes are shown on the right.

Phase one of the plan was approved by the States on 15th November 2016.

Phase two is currently in progress, and has involved Principal Committees considering how they will deliver against the objectives set in phase one. As part of this work we engaged with the community in January 2017 via a number of stakeholder workshops and public drop-ins. The feedback from

this engagement reinforced how difficult it was to prioritise policies that seem equally important, and highlighted the view that the States should work closely with the private and third sectors in implementing the Plan.

During the last few months, the Principal Committees have been drafting their policy plans. These plans outline the prioritised policies and strategies that each Committee intends to focus on for the next five years or so. The task for the Policy & Resources Committee is to draw these policies and strategies out of the individual plans, and form an overarching plan across the whole of the States. This means that the limited resources the States have can be used in a more targeted and effective way.

The Policy & Resource Plan will be debated by the States on 27th June.

The Policy & Resource Plan is not just a plan for government – it needs to be delivered through working in partnership with businesses and the third sector to deliver not just joint initiatives but, where appropriate, to support external delivery of initiatives to achieve the Plan's objectives.

The Policy & Resources Committee will be communicating with stakeholders and the public after the plan is published, so that everybody can better understand how the States is planning to co-ordinate its policies in order to achieve successful outcomes.

More information on the Policy & Resource Plan can be found at www.gov.gg/policyandresourceplan

Chris Sheppard
Policy Officer
Strategy & Policy Team

Great Today, Better Tomorrow

A 20 Year Vision

We will be among the happiest and healthiest places in the world, where everyone has equal opportunity to achieve their potential. We will be a safe and inclusive community, which nurtures its unique heritage and environment and is underpinned by a diverse and successful economy.

To help move us towards achievement of the vision, four themes have been identified and all work in support of the vision will fall into one or more of these areas.



Teacher's Pet

It's not often you can make a member of staff happy with a head tickle, a bowl of water and a dog biscuit but for some of Education's latest recruits that's all they need!

Guilbert the French bulldog, Callie the springer spaniel and Ryka the sprocker are currently working as therapy dogs in two of our schools.

Seven year old Guilbert (pictured with Alex and Bella) is the newest recruit and has just started working with children at St Martin's Primary School.

Guilbert's main job is to listen to children read, he works with between 12 and 15 children a day either on their own or in small groups and visits the school twice a week. His owner and lead teacher for emotional wellbeing at the school, Kym Lovell, says he's already had a big impact.

'It's not about teaching reading or the children's accuracy it's about making sure they are relaxed and happy to read and not to worry about making mistakes. It's about building confidence and self-esteem and encouraging a love of books,' said Kym. Guilbert sits quietly while the children read to him although he does make the occasional grunt or snuffle of appreciation.

Nine-year-old Alex and six-year-old Bella love their doggie reading sessions. 'I like when I'm reading and Guilbert is always calm,' said Bella.

'He sits down sensibly and he makes me feel happy inside,' added Alex.

Guilbert is certainly something of a celebrity around the school with a bit of a 'pied piper' following whenever he comes in.

'The idea of having a school dog actually came from the children through the school council,' explained Kym, 'although I think they were thinking more about the fun side of having a dog in school'.

It took a while for Guilbert to complete the rigorous assessments and tests to ensure he was the right dog for the job. Parents' views were also canvassed and everything agreed before he started work. But it's not only reading that Guilbert helps with.

'If a child is feeling low or upset they can come and have a little cuddle. Also if a child is a bit nervous around dogs they can meet Guilbert and feel more confident,' said Kym.

Callie and Ryka are old hands compared to Guilbert. They both belong to Les Voies teacher and experienced dog trainer Sara Sarre and have been coming to school for the last 18 months or so.

Pupils who attend Les Voies have social, emotional or behavioural difficulties. Callie and Ryka's presence has had a profound effect.

'The dogs are there as company and support. They provide unconditional love without putting pressure on the students. They help them focus and feel empathy. Obviously they are not going to solve all the issues some of the young people have but my classroom seems much quieter and calmer; the children are more focused, happier to come to lessons and have better attendance at school,' said Sara.



Ten year old William has only been at Les Voies for a few weeks but says having Callie and Ryka around has really helped him. 'They calm you down when you are feeling annoyed or angry. It really helps to have other living things other than humans around in the classroom.'

The dogs have been a huge calming influence on 16 year old Les Voies student Andrew when he's preparing for his exams.

Sara is working with the UK charity 'Dogs Helping Kids' to help other Bailiwick schools interested in

having a therapy dog. But Sara is quick to point out that you can't just bring any dog into school.

'There is a very strict assessment and training process and the dogs are reassessed every year. I have seen the benefits of dogs working with children but want to make sure that its done safely and properly.'

For anyone interested in finding out more about Dogs Helping Kids, please contact Sara at Les Voies on office@lesvoies.sch.gg or call **01481 710721**.

Shaping the future of Health & Social Care in the Bailiwick

If we continue to deliver services in the future in exactly the same way we do now it will soon become unsustainable. This situation is not unique to Health & Social Care (HSC).

All States of Guernsey Committees and Services have to consider how we can change, improve and save as we try and balance the pressures of an ageing population with a reduction in people of working age.

HSC needs to keep pace with the needs of an aging population, the changing burden of disease and rising patient and public expectations. However, spending more doesn't necessarily equate to better results. We need to think differently and work differently.

In October last year HSC launched its 'Thinking differently, Working differently' programme which asked its staff to consider how we could work together to drive lasting change across the organisation. We asked the question 'if you were to receive a postcard from the future about Health & Social Care services – what would it look like?'

Not all change is large scale or strategic. Our teams in HSC are already thinking about opportunities for change on a daily basis. Small scale adjustments or incremental change has a big impact. Changes to the way cataract patients are taken to theatre has resulted in quicker patient



discharge, freeing up 18 beds a week and enabling staggered patient arrival times.

HSC has also investigated piloting new ways of working and the new Video Teleconferencelinks with Alderney and Southampton are a great example of how this has benefited the community. It has reduced the need for patients to travel to appointments and patients can be seen immediately which is particularly important for Alderney.

Service Improvement Projects such as the redesign of the hip and knee pathway has resulted in shorter lengths of stay for patients.

One of the most important things for the development of Health & Social Care in the future is greater community engagement, a genuine commitment to work towards a sustainable model for the Bailiwick and a cultural change both within and outside of HSC. This strategic level change is fundamental to the future delivery of Health & Social Care services.

Health & Social Care services need to be delivered to a consistent standard. We cannot develop a system that has platinum services in some areas

where other areas are falling short. To that end, HSC has been working with KPMG to design a new operating model for Health & Social Care in the Bailiwick.

This new model will determine how we can best organise the system to improve the effectiveness and efficiency of our service delivery. It will need to meet the changing needs of the population as well as being sustainable and equitable.

This is the most significant and exciting opportunity we will have over the next few decades to shape the future for how care in the Bailiwick is provided, contracted and funded. When looking at the model we are not just focussing on HSC. The work encompasses thinking about the whole system, the patient pathways through private and public funding, other Committees, the third sector and other providers. The focus is on putting the patient at the centre of coordinated and integrated care between the many organisations and services concerned with meeting the needs of islanders.

The work being undertaken will place greater emphasis on key principles of future services including amongst other things:

- Patient centric care;
- Delivering more care in the community;
- Partnership and engagement;
- Treating mental health with equal consideration as physical health;
- Better use of technology; and
- Prevention and early intervention

HSC wants everyone to be able to have their say and to contribute to shaping Health & Social Care services in the future. We welcome the views of Islanders and we held a series of public events on 8 and 9 June to enable the community to ask questions and contribute to the review of the guiding principles we are working towards. We have also held workshops with the Health & Social Care professionals, the Third Sector, Politicians, Douzaine representatives and other key stakeholders.

If you would like to be part of designing what our future looks like or have questions or comments please contact me at donna.letissier@gov.gg.

The Disability and Inclusion Strategy

What is happening in Guernsey?

The Disability and Inclusion Strategy became the responsibility of the Committee for Employment & Social Security in May 2016. At this point a Project Board was formed to monitor progress and provide support and direction.

The Chair of the Project Board, Ed Ashton, Head of Operations at Employment & Social Security committed to members of the Guernsey Disability Alliance in 2016 to provide regular updates in the form of a Highlight Report following the Project Board meetings, which take place approximately every six weeks. You can read the reports here:

www.signpost.gg/article/154268/Improving-Island-life-for-disabled-people-and-carers

Making progress to becoming a more inclusive island is happening in a variety of places and it is within the gift of all of us to make a difference. To understand more about disability take a look at the Disability Awareness free online training developed by the States of Guernsey in partnership with the Third Sector:

<http://signpost.gg/article/154269/Disability-Awareness-online-training>.

This training is bespoke to Guernsey and has been well received.

Sharing information about services, activities and support for disabled people and carers

The second phase of www.signpost.gg has now been launched and provides easy access to information about support, services and activities for disabled adults and carers. This information complements the information for parents and carers of children with a disability, which went live during the first phase of the site. The content on www.signpost.gg has been written by a variety of services within the States, with additional input from the Third Sector and disabled people.

If you have any feedback about Signpost.gg or would like to see a service area or a club/sport/activity published on the website, please contact Disability Officer caroline.mullins@gov.gg or telephone Caroline on **01481 732557**.

How Disability Smart are Guernsey's Public Services?

The States of Guernsey has been working closely with a company called Business Disability Forum (BDF) to understand how 'disability smart' the public services are. It is important that the States understands what is working well and where improvements for disabled employees and customers can be made.

States of Guernsey Senior Officers have welcomed this review and encouraged colleagues to get involved and share what they are doing with BDF. In March BDF received an excellent response to their online surveys which were distributed to all employees and an additional survey to service leads from each Committee.

To build on the information gathered from the online surveys BDF then held a number of focus groups and individual interviews with disabled employees. To understand more from a customer perspective, a focus group was also held for members of the Guernsey Disability Alliance. These focus groups enabled BDF to obtain more detailed information.

The final part of the process has been to discuss in detail the data gathered from the surveys and focus groups with relevant people in each service area. That information will then be used to write detailed reports for each Committee.

Where are we with the different Frameworks?

The Disability and Inclusion Strategy has a number of frameworks which are starting to progress. (A framework is a means of identifying best practice through extensive research, identifying current services and gaps in service, making recommendations

of the changes required followed by a detailed action plan to implement these changes).

The Autism Framework has been published and can be viewed on www.gov.gg/autismframework and by searching 'Autism Framework'. It is now at the implementation phase which is being led by Health & Social Care working closely with Third Sector partners.

Work has recently begun on the Learning Difficulties Framework however during the scoping phase it was decided that combining learning difficulties and disabilities would cross over with the autism and communications frameworks. The Disability and Inclusion Strategy Project Board therefore decided to concentrate on the Learning Disabilities Framework, and learning difficulties will be covered in the Communications Framework which is yet to begin. The Learning Disabilities Framework is led by Health & Social Care who are keen to involve key stakeholders in a variety of stakeholder events as they start to gather information.



Disability Discrimination Legislation

As part of the Disability and Inclusion Strategy, the States approved, in principle, the enactment of legislation under the Prevention of Discrimination (Enabling Provisions) (Bailiwick of Guernsey) Law, 2004 to prevent discrimination against disabled people and carers and provide for equality of opportunity. The Policy Council was tasked with developing detailed policy proposals for such legislation following consultation with other

States Departments and representatives of the business sector, disabled people and carers, before the end of 2015.

In mid-2014, the Policy Council established a Disability Legislation Group under the Chairmanship of former Deputy Peter Harwood. Unfortunately, progress was hampered due to limited staff resources and the Group was suspended in September 2015. This work stream has remained on hold ever since.

In the States' reforms of 2016 responsibility for the implementation of the Disability and Inclusion Strategy was transferred to the Committee for Employment & Social Security ('the Committee') and in November 2016 the States agreed (in Phase One of the Policy Plan) to prioritise, resource and

implement social policy initiatives which were agreed by the 2012-16 States, including in relation to disability and inclusion.

In its Policy Plan submission, which is due to be considered by the States in late June 2017, the Committee has undertaken, in this term of government, to draft proposals which would allow for the States to adopt legislation to provide for equality for disabled people in all aspects of life. Additionally, the Committee will develop a business case for the establishment of an 'equality and rights organisation' to promote the values of inclusion and accessibility for all, to provide advice and assistance to employers and service providers and advocate for people who face discrimination or exclusion on any grounds.

Recognising these two work streams as high priority and overdue, the Committee has arranged for Ellen Pragnell to be seconded from her normal role as Manager – Policy and Legislation, to the role of Senior Policy Officer – Disability Discrimination Legislation. This arrangement will enable Ellen to dedicate most of her time to the project.

While these are two significant pieces of work in themselves, they really are only the start of a much larger project. If the States approves the Committee's proposals, Phase 2 of the project will involve drafting an Ordinance and any regulations that may be necessary, establishing a system for providing impartial advice and conciliation/mediation services, establishing a legal framework for bringing and hearing complaints under the new legislation and the provision of training and information on the new legislation to employers, goods and service providers, etc.

In May 2017, the inaugural meeting of the Disability Discrimination Legislation Project Team took place. The Project Team which includes, amongst others, stakeholder representatives from the Guernsey Disability Alliance and the Chamber of Commerce, has been established by the Committee to advise on the development of policy proposals.

In due course, the Committee will consult with other States Committees and representatives of the business sector, disabled people and carers. At this early stage of the project, the likely timing for this is not known.

There is much to be done but the recruitment of a dedicated staff resource and the establishment of a Project Team are important first steps on the journey towards greater equality of opportunity and enhanced life changes for disabled people and carers.



For information about any of the subjects covered in this newsletter or to contribute information for future editions, please contact comms@gov.gg



States of
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