

About the Third Sector Health and Social Care Support Team



OVERVIEW

The *Third Sector Health and Social Care Support Team* has been commissioned by the Scottish Government to: -

- Increase the third sector's capacity to engage in and contribute to health and social care integration generally and its strategic decision making processes specifically; and
- Increase Health and Social Care Partnerships' capacity to work effectively with the third sector and plan and implement solutions that enable this.

The Programme augments and complements the existing support that is available to the third sector and Partnerships through the Scottish Government's wider investment in third sector capacity building, the work commissioned and delivered by the Scottish Government's Health and Social Care Integration Division, and the work of other national improvement and support partners, such as the Improvement Hub.

The programme adopts an asset-based approach to its capacity building activity but this is grounded in developing an in-depth understanding of the context of integration and current issues and challenges, to enable effective prioritisation of its activities.

How the Programme Operates

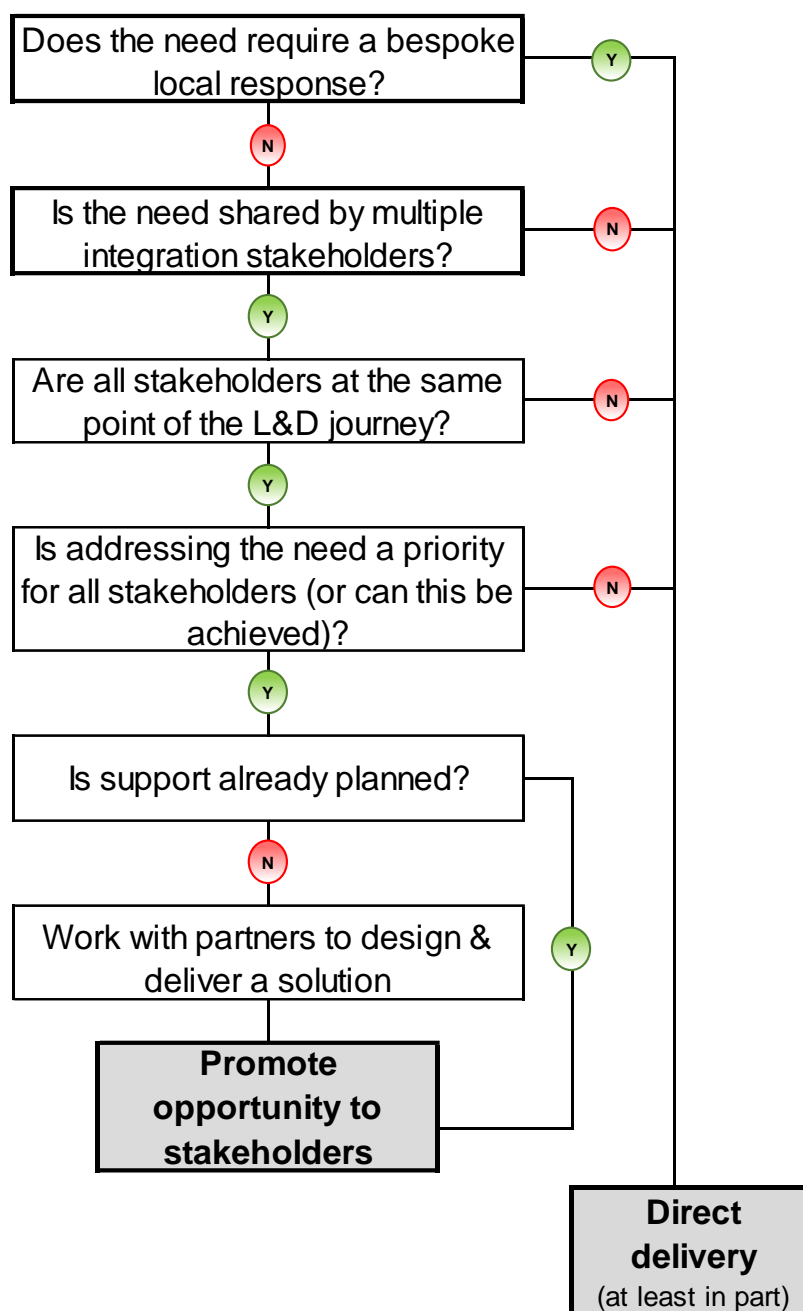
The programme seeks to afford its stakeholders the means to acquire knowledge and increase connectivity, and then deploy this in their practice. To achieve this the programme gathers and collates information; builds information resources, tools and templates; delivers and commissions training; and facilitates individual and group thinking and discussions. In practice, this means that the programme is delivered through six work streams, with the learning generated being shared with its stakeholders in real time. The six work streams are:

- An integration-related health and social care information and signposting service, coupled with support to maximise its impact;
- A programme of learning opportunities, focused on the third sector's needs in relation to integration;
- Support for network development and facilitation (targeted at enhancing the flow of information between Integration Authorities and the sector; developing the sector's collective voice; and / or enhancing the sector's ability to work collaboratively and support itself);
- An integration-related research service (to provide information and analysis that can be used to enhance the sector's ability to contribute to and influence strategic discussions);

- An outreach service that works with individuals and groups in local areas (targeted at increasing the sector's contribution to health and social care integration at a practice and strategic level); and
- Partnership delivery of integration-related information, learning opportunities and research with the Scottish Government, and other national support and improvement programmes.

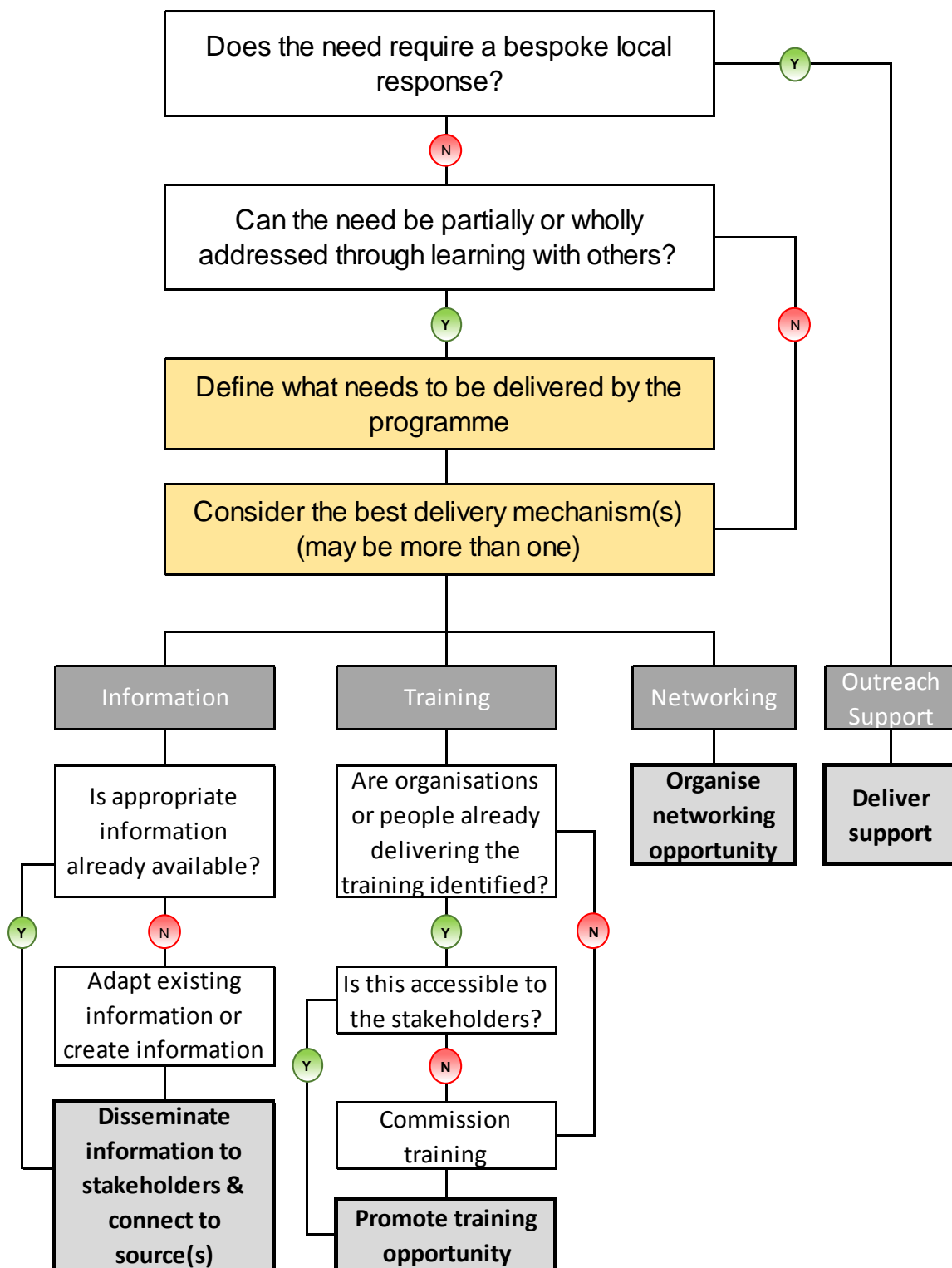
Decisions about solutions to be delivered by the programme are made using the structured decision making process outlined below

Learning & Development Primary Delivery Pathway



Where this evidences that a solution should be delivered by the programme, this process is complemented by a secondary structured decision-making process that ensures the programme utilises the preferred delivery mechanism or mechanisms; builds on existing assets; and delivers solutions that are as 'light touch' as possible.

Learning & Development Programme Delivery Pathway



The Programme targets its outreach support at its primary stakeholders (organisations and personnel directly engaged in strategic discussions locally; third sector organisations seeking to work collectively to inform and influence discussions; and Integration Authorities).

This is achieved by supporting engagement with the programme at three different intensities: -

1. Indirect support – having little or no direct contact with the team but accessing programme information and resources through the programme eBulletin, newsletter and webpages; and / or attending training sessions.
2. 'Light Touch' Support – As above plus accessing 'informal support' from the team, when required, to: interrogate information; identify appropriate resources; increase understanding of and/or navigate the landscape; or connect to expertise.
3. Full Support – As above plus making individual or collective use of support to explore complex issues; making use of the peer support networks facilitated and organised by the programme; and using the team to progress specific and relevant pieces of work.

All of the direct support delivered by the programme at Level 2 and 3 adopts an asset-based approach focused on building the capacity for self-reliance (illustrated below).

