

Making Every Contact Count Implementation Plan

Introduction

Making Every Contact Count (MECC) enables organisations and individuals to develop and be able to use a different approach to working with people to address health and wellbeing. Telling people what to do is not the most effective way to help them to change. Making Every Contact Count is about altering how we interact with people through learning how to recognise opportunities to talk to people about their wellbeing.

MECC fits well with tEC's vision:

Providing clear, positive measures and practical cost effective support, tEC can make a real difference to the prosperity of the region and the wellbeing of its communities and environment.

By embedding the MECC philosophy and practices within the organisation there are clear opportunities to enhance our daily activities with clients and promote good health and wellbeing amongst staff. There is a shared goal of enhancing the wellbeing of local communities.

As a trusted organisation which supports vulnerable Hampshire clients (who often suffer from long term health condition) there is an opportunity to utilise MECC learning on a daily basis particularly during home visits. MECC provides an opportunity to build upon the specialist energy efficiency knowledge by encouraging an individual to reflect on their own health and wellbeing.

Senior management are fully supportive of the organisation becoming a MECC network member.

Planning

The Making Every Contact Count Lead will support the implementation of the plan within the organisation. The appointed person will be responsible for:

- Developing an implementation plan using the Making Every Contact Count toolkit for the organisation.
- Setting up a steering group to provide support for MECC implementation (Steering Group TOR at end of plan).
- Organising staff engagement activities.
- Identifying MECC Trainers who will deliver training to the workforce.
- Co-ordinating the delivery of Making Every Contact Count training for tEC staff.
- Co-ordinating, managing, monitoring and evaluating the Making Every Contact Count scheme.
- Working with individuals and external organisations to ensure they are able to accept MECC referrals
- Organising MECC dissemination events within the organisation.

Identifying Resources

- Allowing the MECC Lead time to develop, review and monitor the action plan
- Development of resource directory (5 days) and 6 monthly update (2 days)

- Two champions to undertake 'train the trainer' training. (2 x 3 hours and 1 x 6 hours per person)
- All tEC staff trained
- Quarterly meetings (4 x 1 hours pp, per annum)
- Annual review of action plan (2 days per annum)

Infrastructure – systems and processes

Healthy Conversation measurables will be incorporated into the client database:

- Smoking
- Alcohol
- Substances
- Healthy eating
- Physical activity
- Mental health and emotional wellbeing
- Sexual health/contraception
- Healthy lifestyle/general health information (e.g. NHS Choices, NHS Health, Checks, Change4Life, Health Trainer):
- Other (Please state):

This will enable the MECC lead to effectively monitor delivery of Healthy conversations by tEC staff. The measures will also be included in home visit checklists used by staff.

Each staff member holding a health conversation is responsible for signposting or referring their client to a suitable service or organisation using the resource directory. A member of staff will be responsible for reviewing the resource directory every six months to ensure this is up to date.

Staff Readiness and engagement

All tEC staff will be trained and engaged in Making Every Contact Count delivery.

tEC staff have attended a team meeting to outline MECC and how it fits with tEC's vision and activities. Staff have also been invited to share ideas for implementing MECC.

Staff will be engaged throughout the year to provide feedback on delivering healthy conversations at quarterly team meetings.

Implementation – Training

Two members of staff will attend the train-the-trainer programme, completing the face-to-face-Healthy Conversation Skills (HCS) training. Staff will be asked to complete the evaluation forms taken from the HCS training manual.

Once complete one or two in-house sessions will be delivered to ensure all tEC staff are trained. All new staff will be inducted into MECC via in-house training delivered by a MECC champion. In addition tEC will train its project partners, Citizens Advice Southampton.

In addition to the initial training the MECC Lead and Champions will be responsible for further training opportunities. They will also enrol as a member of the MEEC network in the Wessex area and liaise with SCC/HCC Public Health and local CCGs.

In addition tEC will look to see whether there is appetite for training as part of the existing/future fuel poverty projects in Southampton and Hampshire.

Review and Evaluation

To ensure the implementation of Making Every Contact Count has been effective, it is essential to monitor and review the process and outcomes and impact in order to amend future delivery:

- MECC will be included as a standing item for tEC's quarterly meetings as a means of sharing challenges, learning and successes.
- Outputs and outcomes will be incorporated in the Trustees Report.
- MECC will be included in job descriptions and the tEC staff handbook
- MECC activities will be captured and reflected during staff appraisals.

The Environment Centre (tEC)

Making Every Contact Count (MECC) Steering Group Terms of Reference

1. Purpose

The Environment Centre (tEC) Making Every Contact Count steering group supports the leadership, development and implementation of the Wessex Making Every Contact Count approach across the organisation. The group is populated by representatives from a cross section of the organisation which will enable the delivery of Making Every Contact Count.

2. Core Objectives

- To agree the implementation plan for Making Every Contact Count
- To identify approaches and strategies to embed Making Every Contact Count into the organisation
- To identify and support the development of MECC Train-the-Trainer capacity for the organisation
- To develop a short to medium and a medium to long-term plan for sustaining Making Every Contact Count
- To identify appropriate resources and support to implementing Making Every Contact Count.

3. Resources

- MEEC Lead will develop implementation plan (2 days, one-off)
- Development of resource directory (5 days, one-off) and 6 monthly update (2 days, per annum)
- Two champions to undertake train the trainer training. (2 x 3 hours and 1 x 6 hours per person)
- MEEC Lead will review and monitor MEEC action plan (2 days per annum)
- Quarterly meetings (4 x 1 hours pp, per annum)
- Annual review of action plan (2 days per annum)
- Additional network, training (unknown at this time)

4. Membership

Chief Executive
MEEC Lead
MEEC champions

5. Steering Group Frequency

The Steering group will meet quarterly.