



Health and Care Leaders Network Meeting

Thursday 18 June 2020 | 10:00 - 11:30 | Virtual Meeting

Aims of the session

1. Seek input on:
 - a. Developing our representation - linked to Harnessing the Power of Communities (HPoC) resource
 - b. Third Sector (TS) response to Shaping Our Future programme work with NHS Leeds CCG
 - c. Third Sector Leeds Resilience Report Action Plan - review of locality/hubs /neighbourhood working
2. Opportunity to hear about and discuss:
 - a. Digital / Data / LOOP update – Toby Page and Roz Davies
 - b. Third Sector Info Governance Officer role hosted by LCC
3. Questions / discussion arising from overview of current FC work and updates from Reps

Developing our representation

Rachel (Forum Central) provided an overview of the opportunity we have to provide additional support to Third Sector representatives (reps) as part of the HPoC programme (funded through West Yorkshire and Harrogate ICS); this will likely take the form of a post but we're flexible as to the best way to achieve this.

By reps, we mean people that are working in the TS that take on a role where they're representing the broader sector beyond their organisation, often within decision-making structures like boards. We're aware of challenges that persist, for example the language used within those meetings, how to 'represent' a diverse sector as an individual.

Q: Where should we direct support to reps and what support do you think will be most useful? How do we make support more inclusive and create capacity?

- Kerry (St Gemma's Hospice) – conversations with Forum Central are the most useful as a rep, to make connections across all the work that's happening as it can be overwhelming to try to keep up; good to know what our TS position is and what the key messages are

- Rachel – the key messages element is something we could do better on and develop ways of forming central messages to communicate as Forum Central
- Tina (People Matters) – challenges around how workforces are supported, particularly within social care. Need to make sure this doesn't drop off the agenda, and should be key for the city to be involved in the debate around how we resource care appropriately.
 - Rachel – could this post or resource support with our techniques for reaching people being broader/having a greater voice e.g. using different types of media?
 - Tina – also something around research, having an evidence base behind it so its robust
- Karl (Forum Central) – we have been doing a piece of work in collaboration with a number of partners to collect the voices of people working within particular communities of interest during COVID-19. A lot of discussions have been focused on the most pressing issues faced by the sector, but are now starting to look at 'what next?': how we tackle some of the underlying inequalities and how, as a sector, we can be responsible for those challenges. We're also looking at how this piece of work can link in with other networks across the city, and hopefully come up with a mechanism to support collective decision making.
- Pip (Forum Central) – what do we think about different mechanisms, and how we need to respond in terms of the reset post-Covid?
 - Jag – conversations with partners are looking at seldom-heard communities, which gives a lot of hope; we need to look at society differently and get smarter; trust and confidence varies with communities; how do we equip frontline workers to have more confidence to speak; how do we support the system to try to address inequalities and unconscious bias.

Shaping our Future Programme work

Pip noted that this piece of work grew out of the last Health & Care Leaders Network meeting where Gina Davy led a spirited discussion about what the CCG is planning to do through their Shaping our Future Programme, the aim of which is to support Leeds CCG to shift their ways of working to become a strategic commissioner.

The key question raised by Health and Care Leaders was - *How do we give some power to the least vocal/powerful part of the system (i.e. the third sector) in the context of this future way of working?* Following conversations with Gina and colleagues, Forum Central has since been allocated funding to scope out the implications of this.

Francesca Wood (acting as a consultant for Forum Central) provided an update on two pieces of work that are ongoing; the first is the State of the Sector work (funded through the HPoC resource), aiming to create a picture of what health & wellbeing looks like within the TS, and also looking at the wider determinants of health. The work has been put out to tender and interviews will take place w/c 22nd June. Successful contractors will be engaging with members and networks (including the Health and Care Leaders Network) to inform the work.

Additionally, Francesca is working on some preliminary scoping for the CCG. We're interested to learn what people think are the priority areas of infrastructure that we need to strengthen if the TS is going to be a key player at the table for future commissioning. We also want to understand existing partnerships/good practices/networks that work well so we can start to develop models that we would want to advocate for.

ACTION: Please share any examples of models you think should be incorporated.

Another part of the process is considering connection with key partners: *How do we make this work, how will we be able to engage with the commissioning process, what will make contractor partnerships more effective & manageable?* We'd like to know if there's interest from people to contribute to these discussions. A number of people offered their time to have a conversation about this during the meeting - Francesca will be in touch.

In terms of time frames, we're planning to get some early findings back by Autumn, to make sure they're feeding into the CCG's commissioning intentions for next year. Also important to note the CCG has done a great piece developing a framework for addressing health inequalities which you can view [here](#).

TS Leeds Resilience Report Action Plan

Forum Central worked in partnership with VAL, LCF and Social Enterprise Yorkshire & Humber to develop a survey about the effect of COVID-19 on the TS. 164 responses were received from organisations in Leeds, with follow up interviews conducted with several to capture qualitative data. A broader, extended survey is now in the works, working with West Yorkshire & Harrogate and VAL.

The key headline was 60% of respondents were concerned they might not continue in business beyond the end of the year. We've done a lot to make sure the information is seen and heard. If you haven't seen the summary of findings, you can read them [here](#).

The results were presented at Partnership Executive Group (PEG - Kerry Jackson is our Third Sector Rep on this board) and a really good response received - they wanted to rise to the challenge of offering some practical help and support. The next step is to identify what needs to happen now and how do we go back with something that's a serious ask from them to us. Are there areas the TS provide that may be more crucial to achieve our desired health and care outcomes than others? We need to be unafraid of that debate, recognising that finances will be a huge challenge.

A TS Resilience Bronze Group (connected to the other strategic groups in the COVID-19 response) has been set up and an action plan has been developed around four areas:

- Funding
- The impact of volunteering and capitalising on the work that's been done, including the value that volunteering has to people and communities
- Environment, which is an important part of what the TS and the city needs to keep sight of

- Geography, especially looking out how locality-focused provisions fit together e.g. the newly created ward hubs?
- Ant (Leeds Irish Health & Homes) – mindful of bereavement experienced during the COVID period; how do we prepare for its legacy in terms of mental health, bereavement, and their long term implications.
- Pip – we can't assume services can just reopen and people will come back as normal, we need to take account of equalities as services reset and recover.
- Elissa (Holbeck Together) offered to support this work.

ACTION: If anyone else is interested in getting involved in this work, please let us know. Pip will follow up with a clearer ask.

Digital/Data/Leeds Open Online Platform (LOOP)

Roz Davies (mHabitat) and Toby Page (City Digital Partnerships Team) joined the meeting to provide an update on LOOP, formerly known as the Leeds Repository.

Roz explained that LOOP reinforces the Leeds Health & Wellbeing Strategy, which starts with people, and the idea that everything and everybody in the city is connected when it comes to Health and Wellbeing. It also enforces the mission to maximise the benefits from information and technology.

LOOP is aimed at trying to tackle managing the volume and quality of information in our city, recognising the challenge of ensuring information is accurate and up to date. LOOP is an 'under the bonnet' system, which is about inputting, sharing, collating and using data about health and care activities, to help us with the goal to be a healthy and caring city for people of all ages.

Benefits of LOOP:

- It will belong to the whole city, and be based on relationships built on trust
- It provides a system that will help us to improve quality and accuracy of information that's going into directories
- By providing information on what citizens are looking for and what their needs and assets are, it's a useful tool to help with investment and shape services.
- It's about saving time and money, as information only has to be uploaded once.

Roz noted it's interesting to consider the benefits LOOP would have had if it was in place already during COVID– these include the ability to get accurate information out there quickly, and for organisations to share service and activity updates instantly.

The team is starting to move into the technical build phase, and talking to people in the sector to involve them as pioneers in the process. Toby is working with Forum Central to use its member service updates document as a proof of concept, to then be distributed on websites. It's important to note that LOOP is

not intending to replace existing directories, but replacing where the information lives so everyone has a view of it if they need to.

Toby confirmed LOOP is not directly connected to the Leeds Care Record – but the team is looking at using LOOP to support other clinical systems, presenting people with useful information tailored to their health status.

You can view a presentation which provides more detail on LOOP [here](#).

ACTION: Please complete [this survey](#) by 10th July to share your thoughts on LOOP.

TS Information Governance Officer role

Lucy (Forum Central) updated on this piece of work. Leeds City Council are hosting an Information Governance (IG) Officer post, for a year initially, with the specific aims of supporting third sector organisations to develop their IG in order to be able to access (and use) Leeds Care Record. The focus of the project is initially on organisations who are directly commissioned to deliver H&SC services.

Dani Mistry, an experienced IG worker, has been recruited into this new role and will start in the next few weeks. Lucy is supporting the work including helping to identify third sector organisations who wish to be involved - Tina (People Matters), Ruth (Care and Repair) and Iain (Age UK Leeds) all expressed an interest in being involved during the meeting.

ACTION: Get in touch with us to find out more about this work, particularly if your organisation wishes to develop your IG capability in order to access Leeds Care Record.