

Communities of Interest Virtual Session Notes
Wednesday 8th July 2020
10:00-11:30am

Attendees

- **Ali Spaul** – Forum Central
- **Ann Crossland** – Voluntary Action Leeds
- **Anna Chippindale** – Healthwatch
- **Chetna Patel** – Public Health
- **Daisy Morgan** – Forum Central
- **Damian Dawtry** – Feel Good Factor
- **Emily Turner** – Women’s Lives Leeds
- **Gina Rowlands** – Bevan Healthcare
- **Iona Lyons** – Voluntary Action Leeds
- **Jane Li** – Home-Start
- **Jay Anderson** – Leeds Faiths Forum
- **Jenn Bravo** – Turning Lives Around
- **Mel Barker-Simpson** – Leeds Society for Deaf & Blind People
- **Owen Walker** – Leeds Autism AIM
- **Paula Gardner** – Barca Leeds
- **Pip Goff** – Forum Central
- **Rachel Moore** – Carers Leeds
- **Sam Powell** – LCC
- **Wendy Cork** – Advonet

Welcome & updates since last meeting (Pip)

Pip began by reflecting on the different ways in which the contribution of this network has helped shift and change things across the city. Being willing collaborators as part of this group has helped to put some of the work that’s being done onto the map. The Leeds outbreak plan has a strong commitment to meeting the needs of diverse communities and linking into the Communities of Interest in which this group is working.

An important paper has gone to the Health & Wellbeing Board to Board and is also connected with this work. There’s a real opportunity and willingness in the city to know the issues and challenges that are being experienced on the frontline. At Forum Central, we are continuing to try to share a broad range of information with the network and constructive outcomes continue to emerge from these sessions.

Introductions & check-ins (link organisations)

- **Ann; young people**: checking in with organisations less frequently; interested in implications of budget announcement for young people; worries from BAME communities about returning to schools; groups looking to organise play schemes over the summer, which will be happening on a reduced scale; organisations working together to look at how they can support families over the summer.

- **Anna; young people:** Healthwatch's children and young people's survey received responses from 787 parents and carers, a briefing of the results is in progress, survey found that approx. 40% of children's wellbeing has been negatively affected by lockdown, also highlighted particular problems for children with Autism and issues of transitioning back to normality; next survey is focused on people with pre-existing conditions and communications they have/haven't received about their treatment throughout lockdown; Healthwatch's report into relatives' perspectives on how care home residents have coped with the pressures of lockdown has now been published and can be viewed [here](#).
- **Emily; women's health:** Covid-19 women's survey is complete, information has been analysed and report is being finalised, will be linked with city listening project; fascinating findings around mental health, employability, gender inequality, stresses of juggling childcare and working from home; report will be shared shortly.
- **Gina; health inequalities:** really busy period, York Street practice in Leeds has provided 3,754 appointments over lockdown either face-to-face or over the phone, also supporting on outreach with rough sleepers placed into hotels/other units, and sex workers at Joanna Project; 55% of practice population registered in Leeds had barriers to accessing support including language, literacy, poverty and food.
- **Iona; BAME community:** work of BME hub has very much crossed over with the Black Lives Matter movement and the evidence that Covid disproportionately impacts those communities, Annette and the team are working closely with LCC on this work, which will feed into the Communities of Interest work.
- **Jane; single parents, families:** starting to introduce doorstep visits gradually; completing risk assessments for return to office; still delivering to families; linking with early help hubs; providing activity packs and clothing/other items for children & babies; referrals down slightly but majority are health referrals including pregnant women; funders have been very supportive – successful in funding from Henry Smith to support women on pre-birth assessments recently; issues experienced by smaller organisations in seeking funding.
- **Jay; Faith groups/communities:** faith communities are still grappling with implications of re-opening places of worship; also lots of podcasts and webinars focused on climate change going on in parallel.
- **Jenn; homeless people:** transitioning and repositioning delivery of services; new young people pathway service getting underway; face-to-face support still minimised; moving people from hotels into other accommodation remains a priority.

- **Mel; Deaf and/or Blind people:** Deaf and Blind centre has been open for two weeks now, working on inviting the community back and hoping to do so as soon as possible.
- **Owen; people with a learning disability and/or Autism:** inquiries from people stepping up support, seemingly some people are being able to face issues they're facing; vast majority still wanting to be socially isolated; looking at increasing social offer for groups, partners and friendship groups have also felt the pressure as well as carers, looking at providing support for them as well; always looking at increasing resources, recovery plan is in the pipeline; inviting organisations to look at co-production of resources.
- **Paula; homeless people:** Forward Leeds hubs have opened up a bit more; other services have been working well via telephone, which seems to work better for some people – interesting to have flexible approach; two separate racial incidents have occurred in the past week – interested in whether others are experiencing something similar, or might be isolated/coincidence.
- **Rachel; carers:** wave in new carers coming in that have been supporting family members who've been shielding, and are worried about how they can juggle going back to work with caring duties; a lot of referrals; existing carers worried about not having a break or any respite – trying to build confidence in services again.
- **Sam; migrants, refugees & asylum seekers:** continuing work around people continuing to seek asylum & those with NRPF and housing solutions for those groups; Home Office starting to make positive discontinuations of asylum decisions; deadline for EU settlement is 30 June 2021, so now into the last year of people needing to regularise their status, continues to be priority for people to settle their status before that deadline.
- **Wendy; people with a learning disability and/or Autism:** high increase in mental health referrals; concerns about older people and digital inclusion; Leep 1 service now reaching nearly 300 people; Keeping Neurodivergent People Connected service has reached many people not previously connected to services; concerned about access to health services amongst those with learning disabilities and Autism – people are still thinking they can't access GP services, working to link with GPs and LCPs to support with this; a lot of new self-advocacy resources on website – happy to work with groups to look at using those to help put people's needs out there.

Discussion: 'creating messages with greater longevity' (Sam & Chetna)

What information has been developed?

At the beginning of lockdown, the team worked together to develop some key messages which were made into YouTube videos and translated. The work of the group has expanded, and the main focus is looking at getting Covid-19 messages to

community groups and communities. Chetna ran through the **six key messages** that have now been agreed, and will be translated into community languages:

- **Keep a safe distance from others.** Change from 2 metres to 1 metre plus, quite a complex message. Agreed through corporate comms in Leeds
- **Wash your hands regularly, for 20 seconds.** We know this works & 20 seconds is really important.
- **You must wear a face covering on public transport and in healthcare settings.** Doesn't have to be a clinical mask. A lot of debate around whether they're worthwhile but current advice is to wear one at the moment.
- **No one in your household should leave home if any one person has symptoms.** Same message throughout lockdown.
- **If you have symptoms, stay at home and book a free test at nhs.uk/coronavirus or ring 119.** Important to emphasise tests are free. Also telephone number as well as online option.
- **If you need to stay at home and have no family or friends for support, ring 0113 378 1877.**

- **Jenn** - What is the position on those with respiratory diseases e.g. asthma wearing face coverings?
 - There are a list of exemptions:
<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#exemptions-face-coverings>
 - What do people do if they're challenged by transport staff etc? Travel assistance cards are available:
<https://wymetro.com/media/5928/face-covering-cards-only.pdf>. Is it worth adding this to the messages?
- **Wendy** – is there any progress on clear masks?
 - **Mel** confirmed hospitals tend to like you to use their masks, but they as sign language interpreters have ordered transparent mouth coverings have been ordered which can really help aid lip /expression reading
- **Damian** – Space available to communicate with people (e.g. within leaflets/booklets) is very limited - can we have a translated message to direct people to somewhere where they can find further information in their language?
 - YouTube videos currently exist which are translated into 11 languages and have voice overs – include some key messages including hand washing.
 - Also looking at central place to save information that's publically available for people to access, so there can be a link in all communications to direct people there.
 - Also doing BSL interpretations so trying to cover a range of formats.

Chetna explained further resources are in process, including translated videos with voice overs, also featuring infographics. Some videos have been developed to emphasise the 'NHS is still open' message, which feature GPs in different languages explaining what people can expect when visiting health services.

A video focused on the Lincoln Green walk-to test centre will be available soon, including translated material and interpreting. The video shows what you need to do before the test, what you do when you get there, and how the test works.

Other work is focused on shielding information, and the team is looking at translations and voice overs for that. Finally, work is in progress to communicate some of the outbreak information and key messages around local lockdowns etc.

How do we connect and engage with priority groups and communities around these key messages?

Sam noted the team wants to think of creative ways to engage with people, e.g. local radio DJs, and give people messages in voices that they recognise and identify with. Working with this group to progress this work is also an option.

- **Owen:** a lot of people find it hard to process video if just somebody talking, infographics are helpful. Also useful to section videos so people can stop and process information.
- **Jane:** having a varied communication with people is important – some families from ethnic backgrounds don't have the right facilities, have communication or literacy difficulties, and talking to people is often the most effective way of communication. Variation and working with partners is key – often people need encouragement, and pointing in the right direction of where the information is. One size doesn't fit all.
 - Access to laptops etc is really important – trying to work with the digital inclusion team to get more equipment out to people, and help them understand how to use it.
- **Damian:** Play Box project is rolling out across the city and has been asking for contributions. A message directing people to messages in community languages would be really helpful.
 - A lot of talk around wider workforce and training of staff in outbreak plan – may get to a point of training frontline staff to understand contact tracing and how it works. The Public Health Resource Centre will be working on that to enable staff to be more informed, so people are prepared for an outbreak.
- **Rachel:** physical barriers of getting messages across to people are important, equally challenging to build confidence in people to enforce and act on the messages. It requires them to be assertive and in control – lots of people are concerned about what other people are doing. Unwillingness to have this confidence will cause people to withdraw into their homes and be isolated. Is there anything around this we can build into the messages:
 - At the heart of the messages is trust, confidence and dialogue – the messages went through a period of changing very rapidly, and the conversations that happen amongst community groups/frontline organisations/the faith sector are an opportunity to build confidence. Resources organisations might need to be able to have those conversations is a consideration.
 - Pip reiterated that using the networks and trusted organisations we already have is key to this work.

- **Paula:** there's something around equipping staff to be able to share the messages effectively and encourage them to be able to have one-to-one conversations.
 - The PH team would like to do staff training with the wider workforce, could include FAQs so people have Responses prepared. Want to know more in terms of what kind of training would help, and could come back again to discuss this specifically with this group? Really important to build confidence for people to go out again and feel safe.
 - As a first step, Sam will send a survey asking some short key questions about what people would like and in which format/s.
 - **Jane:** good to get consistency of messages, big issue around people having reassurance and building people's confidence up to going back out and returning to 'the new normal'.

Shielding (Pip)

New infographics have been produced as part of a drive to have clear messages in different formats. Particularly relevant is the message that people have up until 17th July to register for shielding support. Less than half of those advised to shield have registered for support through the system, which is a particular concern in certain areas/communities where there is very low take up. Poster to promote the 17th July message is available here:

<https://forumcentral.org.uk/wp-content/uploads/2020/06/Shielding-poster-26.07.pdf>.

- **Damian:** why is there a deadline and what happens if it's missed?
 - Deadline is national – linked into food box deliveries etc and aligned with the national sense of coming out of lockdown. Important for us locally to make sure we're giving a clear message that support is still there. There's a commitment in Leeds to ensuring support previously offered via helpline is continued in some way.
 - Crucial that this group is keeping an eye and feeding in any concerns – the bottom line is how safe and supported people and communities feel. Please share any ideas/other things we can be doing to help with that. Let people know about the deadline, but appreciate the message is complicated, and ultimately comes back to people, relationships and trust.
 - **Rachel:** confusion over social distancing and those shielding being required to keep further distance than those who aren't, which is very confusing for people. Concern that this may cause people to hold back and keep isolated, which leads to a worry if their support is dropping off yet they're staying isolated. Hoping shops will continue priority times for carers and other groups.
 - Comes down to encouraging people to be safe and make informed choices.

Test & Trace (Pip)

The Leeds Outbreak plan has now been published, supported and influenced by the conversations we've been having. Leeds has been recognised as having a positive prevention approach. Having the opportunity for people to have training, with clear

messaging and support to deliver those messages as and when it's necessary, and ensuring preparedness for local lockdowns. Positive work is being done in Leeds but we'll have to deal with difficult situations so it's important to be forward thinking and consider what we'll do in those scenarios. There continues to be a focus on communities and vulnerable groups and ensuring we're putting them at the heart of this work. Especially important to be prepared as we look to the Autumn and flu season.

Process for reporting/information sharing

As a reminder, the virtual Zoom sessions now form the primary basis of information sharing amongst the communities of interest network. In addition, we are asking each link organisation to provide a brief, one paragraph summary of key issues to communities@forumcentral.org.uk the day before each Q&A session. Suggestions for content include:

- The challenges people within your community of interest are facing
- The challenges, your organisation and supporting organisations working with your community of interest are facing
- Examples of how organisations are overcoming challenges
- Asks of decision makers

The summaries will then be collated and circulated alongside meeting notes.

DM 13.07.20