

Communities of Interest Virtual Session Notes
Friday 4 September 2020
12.30-2pm

Attendees

- **Ali Spaul** – Forum Central
- **Amber Wilson** – Basis
- **Ann Crossland** - Voluntary Action Leeds
- **Anna Chippindale** – Healthwatch Leeds
- **Daisy Morgan** – Forum Central
- **Emily Turner** – Women’s Lives Leeds (chair)
- **Jane Li** – Home-Start
- **Jay Minott** – Active Leeds
- **Jay Robinson** – Leeds Faiths Forum
- **Kate Roberts** – StreetGames
- **Owen Walker** – Leeds Autism AIM
- **Pip Goff** – Forum Central
- **Sam Cartwright** – IOPC

Introductions/check ins

- **Amber (sex workers):** only meeting people face to face where we need to, the rest is being done over the phone/online; looking at starting outreach soon but no firm date yet; socially distanced one-to-ones are being done; office open for phone calls or referrals; worried about news for Leeds; down two people due to self-isolation which had a huge impact on team
- **Ann (young people):** pulled together a meeting with providers and community hubs to improve and get a stronger message out to the 18-30 year olds (7th September), please share any ideas of how we can improve messaging for this age group with Ann or Ali
- **Anna (young people):** YouthWatch members concerned about freshers’ mental health as unis start returning – doing some work about raising awareness of services available to them in Leeds
- **Emily (women):** working together around the findings from Covid-19 women’s survey, joining up with City Listening Project that was done pre-Covid as similar issues were highlighted; added concern about surge in people going back to school/uni etc and what that will mean – worried about families being safe;
- **Jane (families/single parents):** opening the office fully next week in two bubbles; continued to support people over Zoom, or face-to-face visits where necessary; started peer support groups with young care leavers over Zoom which are going really well; part of single parents sub-group of this network - worries of children going back to school, perinatal worries about going out; exaggerated due to current spike

- **Jay (faith groups):** redrafting the Faith Covenant document w/ LCC; looking at work to do with Black Lives Matter, anti-racism, mental health work, and how to commemorate Inter Faith Week in November
- **Owen (people with a learning disability and/or Autism):** travel remains a big issue in terms of stopping people accessing services, employment etc – people nervous to use public transport, sticking to restricted areas; working with West Yorkshire Combined Authority to see how we can build on previous travel training work; massive increase in referrals of people coming in with often complex pictures; delay in people presenting with serious health concerns – looking at ways of getting the message out around health services being open; ask of decision makers around making sunflower lanyards more widely available
- **Pip:** huge **Mental Health** issues, significant rise in demand on services & people presenting with complex issues; **PSI network** – ongoing issues around access and making sure that information is in the appropriate format; **Learning Disability** issues around travel, access, digital exclusion; **older people** – some housing issues raised eg disadvantaged for people who don't live on the ground floor e.g. difficulty with access to speaking to people through windows above the ground floor; closed off community rooms and spaces. Noting differences in financial situations for different groups eg 'baby boomers'/recently retired. Cores issues of housing, transport, employment– opportunity to raise issues, esp where cross-cutting; FC role is to link conversations into city-wide structures and also WY&H, health inequalities huge on their agenda; World **Suicide** Prevention Day on 10th Sept – strong link around men, important to talk about and connect with issues, help flag resources – MindWell have created [some that are shareable](#).

Sam Cartwright: Stakeholder Engagement Officer, Independent Office for Police Conduct (IOPC)

The Independent Office for Police Conduct (IOPC) is completely independent of the police and the government. We oversee the police complaints system and we also independently investigate the most serious incidents to provide independent oversight and accountability and ensure lessons are learnt. We make recommendations around what's gone wrong, ensuring staff/officers are disciplined, and refer cases to the Crown Prosecution Service where necessary.

We're looking at raising awareness and confidence amongst communities so people know they have a right to make a complaint if they're not happy with the service they receive. I would like to link in with you, partners, members of staff and services users to start conversations and build stronger relationships.

We know that confidence in the complaints system is low amongst groups who already have low confidence in the police, especially young people and BME communities. Because of this I would like to work with communities, services,

and groups across Leeds to improve awareness of, and confidence in, the system. A big focus for us is making sure that people know their rights and understand how making a complaint when they are dissatisfied with the service they received can help improve policing practice.

One of the key areas is young people's confidence. This is a priority area for us and we are lucky enough to have a great Youth Panel who are helping us make the system more accessible for young people.

Questions/comments:

- Key to link directly with organisations like CATCH and others, important to get out and about so people can hear it directly
 - Good to get involved with Youth Justice Service, and also into school – educate people as young as possible, a lot are influenced by communities they live in and families bad experiences
 - Useful to have stats/data on procedure and how many complaints are successful – more information we can provide young people with, the better
- Is there a time limit?
 - Not specifically but the sooner the better, good to get a complaint in within 12 months, but you still have every right to make a historic complaint
- How long will it take people to get a resolution?
 - 80% completed within 12 months.

More information

For your information [this guide](#) to the complaints system was developed for young people. You can find more guidance online [here](#). If you would like to be involved in or contribute to this work, please get in touch with Sam:

Sam.Cartwright@policeconduct.gov.uk.

Return to Physical Activity

Jay Minott , Active Leeds and Kate Roberts, StreetGames

We know physical activity plays a huge part in the Covid response and recovery period, due to the effect getting moving can have on physical & mental health, getting people out of isolation, and connecting with others. Over the last six months, people's habits have changed a lot - more about walking, cycling, playing in open space, families creating their own activities for kids which has been challenging at times.

Recent findings say more people than ever are appreciating the importance of physical activity, although that's not always reflected in levels of activity. In disadvantaged and BAME communities, for example, we know levels are a lot lower and have been dramatically affected by Covid. We also know 2/3 of young

people are less physically active than before Covid – the worry factor is still there, and families need the right equipment and ideas to be active. A lot has moved online which is fantastic for some people to access classes in their own home, but that's not accessible to all families we work with – how do we make that more accessible? We also have to consider the financial implications – some low income families have as little as £2.57 to spend on active leisure for the week, so we are focused on how we can help organisations to make it free or as low cost as possible.

Community organisations have done remarkable work, providing activity packs, and doorstep sessions, taking activity right to young people safely. StreetGames helps community organisations get young people and families active again, and can support Third Sector organisations with financial worries. The winter brings added uncertainty due to not being able to necessarily hold activities outside.

Jay and Kate are available to support you and other partners with signposting to local funding streams, applications for larger funding pots, supplying training, and how physical activity can be integrated into the work you do. There's also an opportunity to share good practice in terms of physical activity and sports or play and playfulness.

- Emily – we run a menopause meet-up with women in Leeds, always talking about the amazing effect of physical activity on their symptoms. There are all sorts of different groups that can benefit that we might not have considered before.

Contact: kate.roberts@streetgames.org and jason.minott@leeds.gov.uk.

Key/pertinent issues (Pip)

- **Digital Inclusion:** Following the People's Voices Group Digital Inclusion Report published in July, Healthwatch is working on the first quarterly report, which will be out in October. It's incredibly important to capture the experiences of Communities of Interest, particular in relation to:
 - People not being able to access services, particularly faced by specific communities
 - Good practice and creative thinking different communities have come up with
 - Digital resource that communities might need going forwardAnna will be attending meetings on a regular basis to gather input, and this will be a standing item on the agenda. Individual calls or a survey might be other ways to gather input over the next 4-6 weeks.
- **Testing:** cases are rising in Leeds, but there's recognition of the work that partners and communities have done together to contain outbreaks in

certain areas. Cases have moved away from being localised to a broader spread across the city, mainly in young people. We need to get messages out to people – new handwashing resources have been shared to help with this. There's now an additional test centre at the University of Leeds which is accessible and has good capacity.

- **Flu:** a lot of work is being done around getting people to access immunisation but huge challenges around doing that safely. Armley is looking at using the leisure centre where much more space is available. Looking at how as a sector we can help share messages and potentially help support people to communicate information.
- **LCC food provision:** a voucher scheme was operating through the hubs previously and it's thought that this won't continue and will be phased out. People who can't afford to pay for food will still have access, but good to get clarity on food banks and voucher schemes. There's a clear need to ensure we have key messages around what is available. The [routes to support document](#) is a helpful resource.
- **Third Sector Outbreak Plan:** Pip reported that significant further funding has been sourced by Public Health to build on the work of this group and across the sector, which will help support more of the work you've been doing and help us make sure we're reaching other parts of communities and networks we haven't yet been able to reach. It's being led by Forum Central in partnership w/ Heathwatch, VA-L and Leeds Community Foundation. This is a strong endorsement of the work you've all done, and a clear sign that the city has valued this approach and wants it to continue.