Craven Communities Together Partnership Group – Wednesday 19 August 2020

Microsoft Teams: 3.00 pm – 5.00 pm

Attendees:

Mark Hopley (Chair)

Kashif Aman, Amanda Howell, Alex Merrett, Helen Hunter, Trudy Balderson, Beth Downie, Bill Graham, Craig Lyons, Lorraine Crossman-Smith, Cynthia Hardisty, Dan Brown

Emma Taylor, Emma Paul, Hilary Moakes, Helen Thirkell, Ian Thompson, Laura Thomas

Leon Fijalkowski, Linda White, Sharon Hudson, Marion Tweed-Rycroft, Peter Smith

Rebecca Hewitt, Nicola Rolph, Steve Gascoyne, Tracy Beard, Hannah Brown, Sarah Hodgson, Verity Smith and Tracy Mouth

Welcome and Introductions together with housekeeping for use of Microsoft Teams

1. **Reconnecting with Craven Communities Together Partnership Group:**

How has it felt during the pandemic? What has worked well and what do we need to need build on?

**Feedback from the group (from discussion and meeting conversation text box):**

* It’s been a long haul and I do not think anyone was prepared for this.
* When the lockdown hit never known 4 weeks that worked like that – a crazy tsunami of information – so much has happened.
* Inspired by how many people have come up with different solutions.
* Digital has worked for some people
* Creative use of digital
* Digital and different ways of contacting people – change that we will be here to stay – those that can use digital should use digital.
* Volunteers supporting people to use digital has been good
* Verity Smith - There has been a massive increase in mental health during the lock down – been able to have access to 14 tablets to access services on line – has made a massive impact to users. We have seen a positive side from this and have reached out to some people who couldn’t get into the city to use the Youth Service. Young people have been “locked up” with parents who are not being accepted of their situation. We have seen people being kicked out of their homes. We have seen the ups and downs and definitely seen the positives.
* Verity Smith - Mesmac are still running free training online for professionals on LGBTQ+ awareness and mental health and we are running a mental health and well-being course for young males 16-20
* Emma Paul – at the beginning everyone went into panic mode. Everyone has pulled together and come up with inventive ways of working together and what can we do to support our communities.
* It’s amazing how people have pulled together and have come out of their silos and we’ve been more collective and there for each other. It would be great to continue with this and build on it.
* Looking after each other including work in care homes and within teams.
* Testing has helped give people more confidence.
* Marion Tweed-Rycroft said she has been asked by a few Social Care staff if there are any sources of IT devices for people new to digital and wanting to learn. If anyone comes across any free or low cost sources to contact Marion directly
* Within field of mental health digital solutions have helped some people access services easier.  Recognise it does not work for everyone but it has helped people to access services.
* Feedback from Alex Merrett - started volunteering at Age UK North Craven just after lockdown started.  We are the CSO for North Craven Our challenges were an elderly population who mainly don't do digital and a lot of previous activity was group face to face.  Lots of telephone befriending has been going on and new ways at looking at how we support people.  The challenges were furloughed staff gone and then coming back, and everything had changed.  Having a skeleton staff actually in the office helped.  We have supported 10 different Mutual Aid Groups and we have to be very agile in how we respond to everyone.   Have been encouraged by the folks who are finding the benefits of collaboration. Currently supporting anxious people to integrate into the community again.  Looking at how we can get people to be able to meet again.  Over 50's Survey has identified that digital inclusion is top of people's wants.   Not knowing when venues will be open again is a challenge.
* In Settle lots of volunteers especially young volunteers helping older people with food parcel delivery.  The Settle Hub and Alex Merrett and colleagues have made a great difference
* Working really hard in terms of linking in differently with partners.
* How we can deliver services innovatively?
* Virtual offers and how we can link into some of that.
* ‘Business as usual’ is needing to change.
* Some absolute positives have come out of this.
* Use of volunteers in hospital in new ways - Airedale Hospital colleagues have been very receptive and supportive  in working with others.  It’s been great and very heartening.
* Beth Downie - To echo some of the points above, from a Public Health perspective, we have also had feedback from Providers who have said that some service users have really embraced the change to remote service offers. It was great to see some services (GP's in particular) move to digital where they had previously been quite resistant to moving forward with new delivery models.
* Relationship building through collaborative working has been great.
* Helen Hunter - New to role from February – developed some fantastic partnerships and relationships – being the positive. Emergency response and digital quickly and have reached a lot of people and have also been doing letters and telephone calls – empowering people to be on line should they wish to be.
* Hot meals response 700 hot meals every week.
* Staff have been brilliant in working from home but this is now taking its toll.
* Giving staff an awful lot of support now and looking at our staff.
* Great opportunity is being able to get involved in political lobbying.
* VCS voice is being heard.
* Staff and volunteers are exhausted need to look at recovery of staff, volunteers in addition to beneficiaries.
* Question - has there been any research in the district on the effect of COVID isolation on people's health and wellbeing? - Lessons from Coronavirus have been fed in nationally by the likes of Age UK NY and Darlington and Community First Yorkshire.
* Bill Graham - just to back up comments above our surgeries have remained open throughout the crises but a large amount of work is done via digital health video consults and telephone but we have continued to see patients face to face where necessary. We have been pleasantly surprised with the overwhelming positive response from patients using eConsult which is an online healthcare advice platform. The crisis has also improved digital services and continues to do so. Of course some patients can’t use digital so our message is to use digital if you can as this does free up capacity for patients who can’t. Just to note we are experiencing a very busy time as patients tend not to have gone on holiday and patients might be coming to us now who might have held off earlier in the crisis. Social media has been well used by us and some posts with health info have had 1000s of views. So some positives at a very busy time
* 4 new social prescribers started in April, practical support for people initially in the community, mental health, money, addiction support needed.  Opportunity to work creatively with people digitally. Children's social prescribing service in place. How can we help people transition back to school?  Working with the Credit Union on financial  support - new partnerships and new services.
* Age UK North Craven did a survey which got a large response, it was focused on the experience of older (50+!) people, and got some very interesting responses.
* Fabulous work has taken place throughout the pandemic - keen to know whether the Craven Community Partnership has enabled this at all?
* ​Skipton Step into Action mobilised volunteers overnight and have continued to make a great difference - could not have achieved what we have as a partnership without this gargantuan volunteer effort! Thank you
* Craig Lyons -My experience has been a tricky one. Starting the public safety officer pilot in Bentham a role based on mostly face to face engagement within a local community right at the start of lockdown wasn’t ideal. But we started and it’s just been a case of making the best of an awkward situation. So I started trying to make contact with local volunteer groups and services and made a start trying to explain my role, I've been delivering prescriptions for Bentham Medical Centre, along with the Fire Service I helped out with the NYCC Welfare calls for vulnerable people shielding and recently started working with Bentham older people together to help combat growing cases of social isolation. Just trying to keep busy.
* The VCS is much more able to be nimble and responsive than some other parts of the Health and Social Care system.
* VCS are agile and adaptable, be innovative in their own right and with local partners.
* Hilary Moakes - Lucky in Craven as most GP practices had already got a lot of telephone consultations services. We had all these things in place already with being rural. Managed to speed up the use of eConsult up – this is a positive step. We will carry on using the different ways of consultation. Impressed with what has happened with the voluntary service in Settle. A lot of young volunteers also. Lots of positives and try to keep some of those going forward.
* ​WACA and Modality partners have had video eConsult type arrangements in place - this has been a fab positive
* WACA stands for Wharfedale, Airedale and Craven Alliance – a primary care network
* ​More innovation in terms of physical 'meetings'  - outside groups (walking, socially-distant pod chats) - and Covid-secure inside spaces (when permitted)
* Impact on rural communities – we are doing a problem-solving plan with partners and council. This is a challenging time. Consumed in crisis management, domestic violence. Summer holidays, and COVID – hoping to get some stuff back up and running.
* People have been able to see how the VCS works and have greater insight and understanding about how VCS can support clients who use public services in an additional complimentary way.
* Impact on rural communities - challenging time for people isolated and unable to get out and in many cases services not easy to access
* Trudy Balderson - Seeing the mobilisation of local residents in the village has been brilliant. Fantastic to see the ‘ABCD’ in action. From a health services point of view it has been overwhelming at times. Restoration and recovery of staff, DN Team in particular had a massive workload increase in EOL care and all the emotion which goes with it.

The PPE, barriers to communication – quite distressing at times and the aftermath of that takes its toll as well.

Staff who don’t normally work in hospital being deployed to the Intensive Care Unit.

Lots of really fantastic challenges that people have responded to brilliantly. Getting ready for winter and a potential second wave of COVID-19. Also hanging onto the good things that have happened. Throughout the crisis the leadership team have met more frequently than normal – lots of networking going on naturally. Galvanising ourselves for the winter and future challenges whilst holding onto the good stuff

* Mental health of people being made redundant/struggling with debt etc. - what is people's experience?  Is this a hidden/growing issue?
* We need a slimmed down, safer bureaucracy and build on our positive experience of working  in new ways
* Sharon Hudson talked about the first Council Tax recovery letters will be going out for the first time this financial year from CDC next week. This follows a head's up letter that was sent out last month with the “Okay to Ask” leaflet we pulled together with NYCC. We had suspended recovery of payments during the lockdown.
* We need to reduce the stigma around asking for help - new campaign “It’s Okay to ask” for help used social media, a coalition of partners #itsoktoask - has brought lots of partners together. Made in Morecambe and active in North Craven.
* Mental Health and Financial Support – good campaign at the moment – “OK to Ask” Campaign
* We should ensure that a new organisation like Skipton Step into Action and others who arose out of the COVID response, are aware of and participating in this group
* Digital - change that's here to stay. At same time need to be mindful of having a safety net for people who cannot access online - easy access points for people.  Those who can use digital need to be using digital.
* How do we work with the groups which arose during the crisis? Groups are thinking about what do they do next?  Let's be mindful of this as we move forward.
* Stronger Communities has offered SSIA support to look at how they evolve through a consultant to work with them, looking at what their aspirations are and what is needed locally.
* Digital has been a big answer for some and can be part of the solution along with other stuff.
* Essential that easy access to local and tailored welfare and benefits advice is provided. Loads of evidence demonstrating how stress and anxiety around financial worries (and poor housing etc) leads to poor mental health and physical health.
* How can we start doing some safe stuff - experimenting with hybrid ways of delivering services through human connections?

1. **Embedding Compass**

* Compass E hub is now being supported financially by Craven Communities Together Partnership Leadership Team so how can we make the most of this opportunity in the new normal?  How can we use it to collaborate better and support our communities more effectively?
* 111 Organisations on Compass
* How can we introduce more community organisations to Compass E hub and Craven Communities Together?
* ​Craven and Harrogate have had funding to increase their capacity to respond to financial issues in the context of COVID.
* ​People search Compass e Hub for services - let's get our services on there
* ​The power to collaborate is through Compass E Hub
* Anyone got links in to GP services to deliver training?
* Let's be open to exploring the deeper functionality  of Compass as we move forward
* Would be great to create some momentum in use of Compass for referrals
* Let's help neighbourhood and parish level grassroots groups to register on Compass E hub?
* Could be organisations on Compass that are not on the Craven Communities Together partnership group and vice versa.
* We can encourage people to enrol on compass if needed.

1. **Winter Planning**

* From a flu perspective – how we might further progress our collaborative working for the greater good in terms of the flu campaign. We have particular groups who will be vulnerable.
* National Programme for Flu vaccine has been announced and Carly Walker from NYCC Public Health is looking to pull together a Craven District partner meeting – contact details NYCC [Carly.Walker@northyorks.gov.uk](mailto:Carly.Walker@northyorks.gov.uk)
* How do we bring all partners together to get ready for winter?
* Top tips sheet with information and pointing them in the right direction – this can be funded.
* Winter warmth packs funded this winter and can be made available to lots of agencies in the area.
* Warm and Well Campaign North Yorkshire - how can we help older and other vulnerable residents be prepared for the winter in Craven given the increased complications of Craven District?
* Messaging to communities is being planned in a number of ways across Bradford District around Flu (in addition to other stuff e.g. COVID). Essentially via VCS using Community partnerships and VCS Anchor organisations. Devolving the messages to be delivered (and tailored) by local and grassroots organisations. Uses a very similar model of implementation to the ABCD small grants fund.
* Peter Smith said he would be happy to bring along a couple of faith leaders from Broughton Road who he has known from many years of playing football - please get in touch for a chat – really useful
* Devolve delivery of key messages too hard to reach (last to take up services) communities  to local groups who are known, liked and trusted - based on Bradford partner experiences
* It’s about building trust with these groups
* Meeting planned for tomorrow with residents from Brought Road Skipton
* Age UK Darlington working with colleagues from Broughton Road.

1. **Food Poverty - Craven Food Network**

* Marion updated the group. At the height of the pandemic seeing ad-hoc groups springing up like a food pantry in Bentham. Subsequently financial hardship and the Craven Food Network. Felt that what was needed was not more new initiatives but more connected up and a wraparound support for people
* Been persistent and managed to get everything covered that was in the original bid through 3 separate funding applications.
* We can then produce information and circulate once we know what it looks like – joining things up together and creating more holistic response ad will connect up the financial side of things.
* Craven Food Network - a collaboration of local VCSE partners including the Skipton Food Bank and Stronger communities.  It’s about helping connect people up with emergency food and other sources of support.
* New Part time assistant has been recruited to at Skipton Food Bank to assist Phil.   More  additional storage space is needed for the Skipton Food bank - needs to be accessible by truck or trolley contact the food bank direct please
* ​We need to think about Christmas and things are going to be a lot different for people this year.

1. **​Evaluation of session – How was it for you?**

* Lots of useful information, thank you
* It’s been a really helpful first CCT meeting for me ☺ Anyone who'd like to get in touch, do email me [Rebecca@thevcsalliance.org.uk](mailto:Rebecca@thevcsalliance.org.uk)
* Lots of interesting insights into everyone's work. Please do get in touch if you have any queries or questions about Warm & Well and how we can help with cold homes [laura.thomas@communityfirstyorkshire.org.uk](mailto:laura.thomas@communityfirstyorkshire.org.uk)
* Good meeting and thank you for chairing Mark
* What do you think about these meetings by Microsoft Teams!!
* Mark you have done a fantastic job.
* Zoom meetings you see everyone’s faces
* Mark said they are looking at different ways of connecting up with meeting.
* It's been lovely to get together again with partners even if the platform isn't perfect ☺ Tracy is reviewing all partners on the list to cross reference with Compass so we can be as inclusive as possible  and also promote Compass as discussed​
* Nice to see everyone back!​
* Thanks all, a really interesting meeting
* Thanks Mark - sorry I could only attend the second half
* Thank you very much everyone from Mark

​