

Health and Wellbeing Collective Working Group Zoom Meeting Notes

Date: 18th June

Attendees: George Devlin (Chair), Dan Shelston, Emma Lenihan, Ralph Rudden, Mark Nesbitt, Ben Andrews, Danielle Sharps, Nadia Gazeley, Karen Glendinning, Diana Bowden, Flora Washburn, Elizabeth Dotun, Kate McGeevor, Michaela Howells, Yemisi Akinwunmi, Jonathan Yates, Clare Standish, Suzanne Taylor, Suresh Patel

Apologies: Ann Marie Jones, Jo Allen, Michelle Grogan, Wendy Griffin, Ahmed Lambatt, Christine Aspinall

Key points from the meeting:

1 Context for the Meeting

- Agreed by those present

2 Introductions, Apologies and Updates

- Apologies accepted
- A number of members updated on recent organisational changes:
 - Age UK Trafford – opened charity shops and planning to re-open home library service
 - Stretford Public Hall – contractors to start on site re ballroom renovation
 - Groundwork – providing mentoring and 1-1 support for young people
 - Rehoboth for Families – adaptation of services, increased support for young people and registration as a CIO
 - Life Church – support for alleviating poverty and for domestic abuse (supporting TDAS)
 - Our Sale West – securing resonance funding for the community building project
 - CAB – funding secured to enable helpline to be free of charge. Increase in demand for benefits/debt/recovery support
 - Being there – development of online counselling offer
 - Cyril Flint – funding secured from Henry Smith. Online training offer developed

3 Update on the impact of Covid 19 on the VCSE sector

- Dan provided an update on the VCFSE sector survey results to date. Key headlines:
 - 58 surveys completed to-date
 - Returns from a wide range of VCFSE organisations
 - 46% of VCSE organisations who responded highlighted that demand for their services had increased during Covid 19
 - Organisations reported face-to-face delivery had stopped and that building closure had also impacted on service delivery
 - A third of organisations reported they were able to develop an online/zoom/telephone offer to service delivery during the pandemic
 - A number of impacts on service users were reported including: the loss of face-to-face contact; service users finding themselves isolated and more anxious; and challenging family circumstances
 - The key impacts on VCFSE staff included: a number of organisations had furloughed staff; adapting to working remotely; and volunteers over a certain age were having to self isolate
 - VCFSE organisations have been hit financially in the crisis with the loss of key income streams
 - Going forward over three quarters of organisations reported the need for funding support in the future
 - The most popular other asks for the future from VCFSE organisations were support with digitalisation/IT (infrastructure support for staff and service users and access to training); support to access volunteers and support with health and safety guidelines
 - Organisations highlighted they had formed better partnerships and worked creatively
 - VCFSE organisations also reported that the pandemic had amplified the need for their services
- **Action – Dan to circulate final survey results**

4 Trafford Community Response Hubs

- Kate (Stretford), Clare (Sale) and Karen (Urmston) led a discussion on the Community Response Hubs
- Kate commented on the lessons learnt through the process and the need to build on everything that has been achieved
- There had been a strong culture of partnership working
- There is a need to build on the neighbourhood level activity
- Priorities for the future include: establishing the Hub as a centre for information; registering as an online Centre and provision of support for social isolation
- Clare highlighted how a good system had been developed with a number of community partners all working together
- There is a need to build on those links in the future
- Volunteering and donations highlighted the kindness and support in communities
- Health and wellbeing and digital exclusion need to be addressed in the future
- Opportunity is there to engage more strategically in the future (example of this is linking with the Primary Care Networks and Adult Social Care)
- Karen highlighted how the profile of the sector had been raised through the Hubs
- Organisations have worked well together and there has been shared learning across the Hubs
- Opportunities have developed around social prescribing
- There is a likely need to support unemployment and debt going forward
- The Group highlighted the speed of the response from VCSE organisations which had contributed to the overall success
- The group agreed the Hub model had developed strongly, and the work of the Hubs should not be lost in the future. The model that has evolved has a strong resemblance to the Model that the Collective has been working on over the past 15 months
- The Group agreed the Hubs and the community partnership model is a huge opportunity to respond to the needs of individuals and families in communities

5 VCSE Health and Wellbeing Collective

- George presented a review the Collective and the aspirations for the future
- The review considered how a key priority is that the Collective has a key role to play in underpinning the Trafford Recovery Plan is being led by the Local Care Alliance
- As previously the Locality Plan, the focus remains People, Place Population, Partnerships which fits strongly with the development of Community Response Hubs to the crisis
- George reminded the group of how much activity the Collective had been asked to get involved with over the past 12 months
- Increasingly partners have engaged with both the Collective and the Hubs about future partnership development
- Conversations are being had with the Primary Care Networks who want to link into communities
- There is a commitment from partners to the Hubs and a community partnership model and that resource will need to be found to develop the model
- It was highlighted that the approach Trafford had taken was different to other approaches across GM
- The VCSE sector needs to be ambitious in its ask for the future.
- The Collective have made significant strides in strategic representation at the LCA and that needs to continue through the Trafford Partnership and through the Health and Wellbeing Board
- George highlighted the need to take account that there are 6 Community Response Hubs 5 Primary Care Networks and 4 Localities and that needs to be reflected in forward planning
- There is also the need that the Hubs link into all 1300 groups across the Borough
- It was felt that it was an issue that VCSE organisations are not up to speed on the Locality Plan, given their importance in its delivery and more information and coproduction needs to be forthcoming

6 Workshop

- The Group split into two Groups for a workshop focussing on 4 questions:
- 1 Discuss and agree and develop the community partnership model to reflect the new environment, challenges and opportunities:
 - The work of the Hubs has raised the profile of the model
 - Other partner organisations identify with the model because of the work undertaken
 - The work of the Hubs has demonstrated VCFSE Leadership. Building on that through the model is a key priority
 - There is an opportunity to embrace digitalisation
 - The model needs to be able capture all groups from the smallest to the large VCFSE organisations
 - If that can be achieved, the structure is in place to design and delivery person centred services
- 2 How does the Collective need to develop as an organisation to support the model?:
 - The development of the Collective as its own entity needs to continue
 - Focus needs to be on development of structure and governance
 - A plan for establishing and broadening the membership base needs to be put in place
 - Communication and opportunities for future engagement are key
 - A plan is required for accessing resource
- 3 What are the priority areas of work and opportunities to support the delivery of person centred approaches at a local level?:
 - Understanding what the new normal looks like is a key priority
 - Digital exclusion and enablement are essential
 - The recession will impact most on those already disadvantaged. Support will be needed around employment/training
 - Young people are potentially those who will potentially be hardest hit
 - Support for mental and physical health
 - Creating a pathway for volunteering
 - There is a need for an asset based audit to support priority areas
- 4 What are the principles for communication at a local and strategic level:
 - Engagement needs to be inclusive
 - Organisations need to continue to work together
 - Engagement needs to take account of the need to develop future partnership opportunities
 - Potential to engage Adult Social Care and Primary Care Networks in the development of a community partnership model (some of that work already taking place)
 - Continued dialogue required with the Local Care Alliance around the Trafford Recovery Plan

Any Other Business

- Diana thanked for hosting the meeting
- Dan confirmed the dates of the next meeting (see below)
 - Thursday July 9th – 10am – 11.30am