

Notes of Community Forum meeting, 12 February 2019, Newcastle Carers

Attendees

Mandy Coppin	Streetwise
Vicki Harris	HAREF, Newcastle CVS
Lynne Paterson	NHS Newcastle Gateshead CCG (NGCCG)
Diane Murphy	Deaflink
Lucy Hall	Newcastle upon Tyne Hospital NHS Foundation Trust
Aneela Malik	Nur-Fitness
Jeannie Fraser	MESMAC/SHINE
Johanne Mears	SEARCH
Clare Laydon- Baptist	HealthWORKS Newcastle
Adam Saunders	Disability North
Anne Raffle	Elders Council
Kate Bowman	Information Now, Newcastle city council
Paul Whitlock	Advocacy Centre North, Newcastle CVS
Jack Summerside	Newcastle CVS
Mark Shilcock	Newcastle CVS
Rosie Tapsfield	Newcastle city council
Dawn Gascoigne	Albert Kennedy trust

Apologies

Helen Wood	West End Refugee Service
Rachel Parsons	Newcastle Carers centre
Alasdair Cameron	Launchpad
Ann Dymyd	NIWE Eating Distress Service
Sow Fong Cole	South Mountain Chinese Older People's Association
Caroline McGarry	NuTH
Anne Bonner	Riverside Community Health Project

Chair: Mandy Coppin

• Update from the Clinical Commissioning Group

Engagement contract and the Community Forum

Involve NE are now delivering all the engagement contract for the CCG. The three previous CCG engagement contracts were delivered by HAREF, Deaflink and Involve NE and these ended December 31st. The three contracts were merged into one contract, halved in value and the winning tender was by Involve NE.

The CCG have shown commitment to the Community Forum, as they recognise its value for networking and good practice, and have funded HAREF to continue to facilitate this meeting for 12 months. The chair thanked the CCG for their commitment to the group by funding the forum in this way.

The CCG also has the Involvement Forum and the Patient, Public and Carers Forum. A steering group has been set up with 8 members to help provide steerage on how these forums are run, and to look at new ways to advertise them and engage people to attend.

Action

- **Lynne to send dates for the year ahead for the Involvement Forum and Patient, Public and Carers Forum**

Long Term Plan

The NHS long-term plan has been released with key elements around mental health, long-term care, living well and aging well, and prevention. The CCG will look at a 1-year plan to look at what this looks like locally

Action

- **Lynne to send summary of NHS 10 year plan**

Education

The CCG is running a 1-year pilot called Trailblazers, which is being run in three schools in Newcastle and Gateshead, one of them in a Jewish school. This will look at low level emotional and wellbeing support for young people with four trailblazers in each school. These trailblazers will attend Newcastle University for training and will obtain a certificate. The aim is to help the mental health of young people and encourage people to talk about mental health, and avoid absenteeism from schools.

BSL support

CCG are looking at access to BSL in health services, including pharmacies, and developing a training pack for service users. NuTH uses Starleaf to download onto a computer to access BSL relay, as long as there is a camera on the computer.

- **HAREF community health issues updates**

- **Pharmacies**

- HAREF met with Anne Gunning from the Pharmacy forum and we agreed to take forward the issue of telephone interpreter's availability for pharmacies with the CCG. Will also arrange for them to attend the Community forum to let them know about the New Medicines Service for long-term health conditions and Think Pharmacy First, which helps get medicines quickly to individuals without needing to go to the GP.

- **Asylum Seeker registrations with GPs**

- The DOTW Safe Surgeries is due to soon be rolled out to three GPs in Newcastle, and the training for this will take place at the Time Out session in March. HAREF will share more information about this, once the surgeries have completed their training.

- **Newcastle City Council- City of Sanctuary and Local Authority Asylum Seeker officers (LAASLO's) - Rosie Tapsfield**

These are new posts in NCC to help support asylum seekers and refugees. Rosie is the City of Sanctuary post, and the aim is to make the city a safe and welcome place for asylum seekers, refugees and migrants.

Newcastle was made a City of Sanctuary in 2014 and this role is to build on the good work already done. Organisations can sign up to be a place of Sanctuary. Rosie has been engaging with schools and universities, and there are School of Sanctuary awards. Rosie is also looking at work within the council to make sure it is Sanctuary friendly, and about ensuring there is service user engagement with her work. Lucy was keen to look at health access for asylum seekers with Rosie

There are two LAASLO posts and they are Jenny Hartley and Karen Harrison. They are a two-year pilot, funded by the Home Office, and every local authority who has them is doing it slightly different. Their role in Newcastle is to make the journey of being an asylum seeker easier and to run more smoothly. You can refer people to them if they need support with accessing services. They are particularly keen on working with asylum seekers who have just arrived in the city, and those who have received a decision. YHN have a move on team who will help those who have a positive decision to access housing and benefits. The LASSLO will be able to help them with other services such as GPs, education and training. You can contact them on asylum@newcastle.gov.uk

NCC is keen to build up an evidence base to show how these roles have helped support asylum seekers and refugees. The data provided with the Home office for monitoring will not anyone's personal details

Asylum contracts

There have been new contracts awarded by the Home office for the next 10 years to provide asylum accommodation and asylum advice and support. These contracts were held by G4S/Jomast for housing and Migrant Help for support. Mears are the new contractors for housing in the North East and Humberside and Scotland.

It is unclear what will happen with property transfer/subletting and what will happen with the asylum seekers living in G4S/Jomast property. The new contracts will be live from September 1st 2019, and there is a transition phase currently taking place.

Action

- **Rosie will send information to the group about Sanctuary awards and which areas have LASSLO officers in the country**
- **Vicki will share Lucy Hall details with Rosie to look at health access for asylum seekers and refugees**
- **Newcastle CVS Support for Community and Voluntary sector- Jack Summerside and Mark Shilcock**

Our Gateshead

The Our Gateshead website is funded by Gateshead council but 60% of organisations on it work across Newcastle and Gateshead. You can view information by theme, and find services and activities. It is useful for finding information on health and social care, and for health navigators for social prescribing. Mark is able to come any organisation to explain how to use the website and train staff.

There is also training available on Cyber Security training on Thursday 28 Feb which is free for voluntary and community organisations in Newcastle and Gateshead

Action

- **Mark to send information of the Cyber Security training**

NVCS Infrastructure roles

There are five new NCVS officers covering Gateshead and Newcastle, who will offer support to Community and Voluntary organisations. This includes funding advice, developing sustainable funding strategies, governance, and the importance of articulating what difference the organisation makes in a concise way for funding bids.

- **Brexit discussion- How is this affecting our communities and what are your key concerns?**

Streetwise are seeing their BAME young people facing increased aggression and an escalation of offensive language, and also an increase in the threat of knives and knife use. Their Eastern European service users in the west end are voicing concerns about being removed from the county, or their parents being taken away.

BAME young men will not leave the project in the evening in a group larger than four as they then feel vulnerable to attack. They are trying to make themselves less conspicuous.

Other community organisations feel there has been a steady escalation of threatening behaviour and hate language, which is an impact of austerity and Brexit.

Advocacy projects have seen a decrease in referrals for hate crime in Newcastle and Gateshead, and it was felt that despite hate crime increasing, people are reporting less as hate language is now widespread and common. It was felt that an app that allowed you to report hate incidents anonymously would be useful, and Streetwise is developing an app like this for sexual violence

Information Now has seen this year an increase in people accessing information mental health and making calls to the Samaritans, as well as an increase in calls to the passport office.

There are concerns in health and social care about recruitment into the care industry, with a shortage of workers already existing, and the bar of £30k salary to come to the country for work.

Some people have started stashing non-perishable foods, and those who have regular medicines have been ordering extra in of them all. Some organisations that provide nutritional support have been collecting non-perishable foods.

Some people have had a decline in their mental health due to the worry and concern of the impact of Brexit, with a report of someone who felt unsafe in areas that had voted leave and unwillingness to travel to these areas.

BAME staff are experiencing more harassment when out and about, and feel animosity regularly. NHS staff often experience harassment and patient have bene heard to say they do not want a BAME health worker

The EU settlement scheme is currently being piloted and will formally go live 1April. There is no payment needed to apply and people can self-apply, or be supported through organisation who have received funding to do this. The Home Office has not

yet confirmed this funding. The scheme is meant to be simple to apply online but there will be barriers for groups, who has difficulties with written English and needs to provide evidence of identity and residence. More information about the scheme can be found here <https://www.gov.uk/settled-status-eu-citizens-families>

Action

- **Lucy Hall to send video link from Professor Williams about race**

What is new? Round up

Streetwise

There are more young people experiencing food poverty and period poverty, and they have had to set up food and sanitary product collections, which anyone under 25 can come and ask for.

If anyone needs sanitary product, then they can call into streetwise and ask for a M card to get these. There is also food available for anyone who needs it.

- 8 March on International Women's day there is procession around the Monument organised by NCC to highlight the issue of period poverty
- 9 March there are a million women marching in London against violence against women and girls.

Mesmac/Shine

- 7 March This Girl Can event walking/running event for women
- 8 March International women event at Carnegie building with a talk from Chris McCurly

Search

The project is 40 years old this year and are developing new groups now they have merged with West End Befrienders

Nur Fitness

Have received money from Active Newcastle for their exercise classes with BAME women. They are currently oversubscribed for the classes

HAREF

The launch of the Health Access cards for asylum seekers and refugees will be on February 21st. HAREF is consolidating the network and making sure it represents the voices of BAME communities going forward.

Elder's council

They are running another Active Voices course starting 7 March, for 6 weeks.

Disability North

They are no longer getting money from Newcastle fund for their welfare rights project but have secured funding from Henry Smith. They have 2 welfare rights workers, who are currently at full capacity. They will be running monthly groups to talk about Universal Credit but this is not one to one work

Lucy Hall

They are looking at end of life care for people discriminated by gender.

They are also checking all their loop systems to make sure they work in the trust and working with Deaflink

Healthworks

They are working with Mental Health Concern, Gateshead GP and health navigators to look at their social prescribing work

Information Now

NCC will be launching a new corporate website this year

Albert Kennedy Trust

They have closed down their supported accommodation and looking to relocate their office. They are looking for space with another organisation. They are working more as a hub of support, and are still running their hosting school for homeless LGBT young people, and working in partnership with De Paul trust. They are holding a change makers event on March 2 for young people to come together to look at what they want for their future

NCVS

Courses/events coming up

- 7 May Fundraising skills building training by NCVS
- 6 June Funders Fayre at Newcastle university run by NCVS
- 25 June NCVS event on the health and wellbeing needs for minority communities

Details of the next meeting

- **Thursday 30th May 12.00-14.00**
- **Carnegie building, Atkinson road, Benwell**