



HEALTH AND WELLBEING VOLUNTARY ORGANISATIONS FORUM

Monday 8 July 2020, 10.00am – 11.30am
Virtual meeting via Zoom

Chair: Angela Spence (AS), ADKC
Minutes taken by: Zina Serageldin (ZS), KCSC

Item	Notes	Action
1	<p>Welcome and Introduction Angela Spence, KCSC CEO</p>	
	<p>Agenda</p> <p>Angela Spence, welcomed everyone and ran through the forum ground rules and agenda. By way of introduction all attendees were invited to record their name and organisation in the chat window for the record.</p>	
2	<p>Best Practice Guidance for Safe Reopening of Community Centres Monsur Khan, Community Engagement Project Manager Kate May, Public Health Alastair Brown, Public Health Programme Manager Ian Kimmet, Head of Corporate Health and Safety</p>	
	<p>Presentation slides</p> <p>New guidelines for the safe reopening of community centres were introduced by Government.</p> <p>Key discussion points from the presentation included:</p> <ul style="list-style-type: none"> • There has been confusion about one meter plus distancing. The one meter plus rule means you can reduce your distance to one meter but you must have a mask or wear a Perspex screen. The Council however advises that you keep a distance of two metres where ever possible to reduce the risk of transmission. • Anyone who hires a community facility must take responsibility for managing risks arising from activities they are running in that space. • Latest guidance on out of school clubs recommends keeping to consistent groups of 15 or less. • It is important to remember not to touch your face when wearing a face mask or covering. <p>Monsur Khan (MK) provided the following e-mail address for any questions or Covid-19 related guidance required Covid19VCS@rbkc.gov.uk.</p> <p>MK said the team would be happy to advise on generic risk assessment templates outside of this meeting.</p> <ul style="list-style-type: none"> • AS asked for clarity on uses of community facilities with regard to interaction with no more than two household groups in a gathering of up to 30 people. 	

	<p>Kate May (KM) explained that 30 people can be in a room but that they should minimise contact to one other household within that gathering.</p> <p>Ian Kimmett (IK) pointed out that the virus is still out there and there is still a need to be careful and reduce face to face contact as far as possible. It is important to look at how interactions will happen. People sitting side by side all facing the same direction will have different exposure to those facing each other.</p> <ul style="list-style-type: none"> Theresa Meekings (TM) wondered how this guidance works for reception staff who speak to more than one person during the course of a day. <p>KM pointed out that there is information in the guidance around contact centres and how to minimise risks in contact situations.</p> <p>IK reiterated the importance of distancing. Measures such as marking distance on the floor can be using partition screens to provide a physical barrier can be used. Any measures that reduce the time it takes to speak to people should be considered. Think about common touch points and how to minimise these. If people sign in to reception can this be done in another way electronically for example or can you get disposable pens so that pens can be taken away rather than reused? Any decisions would have to be informed by a risk assessment.</p>	
3	<p>Planning ahead/Sharing ideas with your peers: what are your plans for the next 3-6 months?</p>	
	<p>The meeting divided into 5 breakout groups discussing the following questions with specific groups in mind:</p> <p>Share how your organisation is planning to work in the 'new normal' over the next 3-6 months? How will you adapt if there is a 'second outbreak' or local lockdown? Do you think any of your adaptations will be permanent?</p> <p>The groups then fed back on the main content of their discussion.</p> <p>Older People</p> <ul style="list-style-type: none"> - Next steps were discussed by the group. - National and local guidance can be interpreted differently making it quite confusing for example you can go out but are advised not to do so. This makes planning hard to do. - Currently people are looking at risk assessments, there are plans to open in September but this might all change again making it hard to plan. - Isolation and the need for urgent help. - Inactivity for older people is big on the agenda, some people have been in their homes for such a long time. Looked at ways of addressing this for example of 1:1 or 2:1 walks and how that would look locally. <p><i>The group asked KCSC to bring people together to discuss and share ideas and resources and referrals. Some groups have been doing this longer and may have more skills that can be shared.</i></p> <p>Younger People</p> <ul style="list-style-type: none"> - There is still a lot of home working but there is movement towards face to face where it is possible. Enough space to provide this safely and how to structure it is an issue. - Difficulties delivering remotely on the technology side with access and how to use the technology an issue. The positives have been that the digital side has 	

	<p>increased accessibility in some ways and it might be worth retaining some of that in the future.</p> <p><i>A request was made for a centralised regularly updated services map showing what is available and how they are adapting. This could enable organisations to refer people on to any services available.</i></p> <p>Community Centres</p> <ul style="list-style-type: none"> - Practical suggestions were raised such as support available from Gary Lisney, Head of Asset Management at RBKC has offered practical support on wayfinding at venues/buildings. Anne Goodger will pass on Gary Lisney's contact details so AS can speak to him about wayfinding support. - A request was made to open up training making it accessible for staff and the community in areas. Staff training in topics such as Trauma, Test and Trace and Covid has taken place. - Most organisations want to try a phased reintroduction of services, getting staff in first to see how that works before opening to wider community. - Online forums have been very popular and continuation of this format would be welcomed. <p><i>Guidance on how information can be communicated to residents before they return is sought.</i></p> <p>People with a disability</p> <ul style="list-style-type: none"> - Plans for the next three to six months were discussed. - Finding suitable venues for outdoor activities is difficult. There are not many places available and most are not open yet. - There has been a lot of expenditure to get people up to speed or digitally connected to enable them to continue to provide services. - The digital technology divide and exclusion is still an issue. Funding is available for carers but no funding is available to help organisations to get up and running. - Some organisations feel better prepared for another lockdown. Organisations are looking at training for service users and staff. - Challenges with face to face meetings when users are unable to attend a session. Not all users want or are able to come to centres. <p><i>Request for advocacy for some funding to cover expenditure that organisations have had to incur.</i></p> <p>Other</p> <ul style="list-style-type: none"> - Potential of returning to work from August onwards. There is a clear intention to continue to work remotely while this is worked on. One option looked at was a rota-based system for staff as they go back into the office. - There is a desire for online activity to continue. There will be people that cannot go online. How can face to face be carried out safely. Gardens and outdoor spaces will not work for everyone. <p><i>Challenge is how to move back to face to face services in a safe way.</i></p>	<p>AS to speak to Gary Lisney</p>
4	<p>RBKC / Covid Hub update – Sophie Ellis, RBKC Director of Customer Delivery</p>	
	<p>Presentation</p>	

	<p>Sophie Ellis (SE) Provided information to update where the Council is with the Covid Hub.</p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> • A list of clinically vulnerable residents is updated by the Government. • Training is taking place for contact centre teams to enable them to continue to provide the same level of support to residents beyond this period. Up until now the centre has been staffed by those redeployed from other departments who are now returning to their previous roles. There is now a team of fifteen who will support the team long term. <p>Vittoria De Meo requested expansion on the mental health support available from the Council.</p> <p>SE explained that training has been provided to the team from WLCCG mental health services on identifying where people may need support. The team have a referral scheme in place and they are able to check if people are already known to the mental health team. If they are known to other services they can liaise with their case workers. This has been very helpful.</p> <p>Bobby Juniper and Sonia Timlett asked if the Covid hub number would still work after 1 August?</p> <p>SE confirmed that although they are promoting the main contact number the other number will continue to work.</p>	
5	<p>WL CCG / NHS update – Carrie Hirst, WL CCG Engagement & Partnerships Manager</p>	
	<p>Carrie Hirst (CH) introduced Tim De Winter (TDW), Governance and Strategic Projects at Operose Health, and Bethan Louise Galvin (BLG), Head of Comms who wanted to discuss a potential merger between two local GP practices The Practice Beacon and Exmore GP practices.</p> <p>The Practice Beacon would close and move to the larger Exmore site near St Charles Centre, 0.7 miles away creating a bigger surgery and more services.</p> <p>The following has been arranged as part of the engagement process: A patient letter outlining the proposed merger along with FAQ is being sent to every patient from both surgeries. A paper and electronic survey regarding the merger and to gather feedback from the community has been produced. 2 virtual engagement meetings have been arranged. Information about the proposed merger is available online and in both surgeries. The Patient Participation Group (PPG) has been involved in the process. Healthwatch are engaged and are ready to support patients if required.</p> <p>At the end of the process patients will be notified of the outcomes of the engagement work as well as the final decision from the CCG. This is expected in early September 2020.</p> <p>If all goes to plan the merger will happen on 30 September 2020 with the Practice Beacon moving to Exmore surgery on 1 October 2020.</p> <p>BLG explained that more support is available for vulnerable patients throughout this process. The engagement process is in place to give everyone an opportunity to ask questions. They are working to make sure that support is available for those who may struggle with the additional distance will be translating</p>	

	<p>the information into languages prevalent in the area and have produced large print information.</p> <p>BLG confirmed that Zoom meetings will have dial in options available.</p> <p>BLG and TDW passed on their contact details so that they could be contacted if there are any questions or comments about the process.</p> <p>Bethan-louise.galvin@nhs.uk tim.dewinter1@nhs.net</p> <p>CH provided an update on NHS Test and Trace. To raise awareness a presentation has been created to be used for community groups and residents to let them know what Test and Trace is about. Once a person has been on the training session they can use the presentation created to share information with other groups.</p> <p>If a person has the symptoms of Coronavirus - a high temperature, a new continuous cough, or a loss of sense of smell or taste you can ask for a test by contacting the NHS on 119 or going online to https://www.nhs.uk/ask-for-a-coronavirus-test. This can be a home test sent by post or you can go to a drive through test site.</p> <p>A number of scams have been found surrounding Test and Trace. People will never be asked for money or for bank account details. More information on the process and what you will and will not be asked can be found on Gov.uk: Guidance NHS Test and Trace: how it works.</p> <p>If you would like CH and the team to share information or run a training session please get in touch.</p> <p>In closing CH mentioned the subject of accessing GPs. Surgeries may be closed to face to face to face appointments but they are open for online appointments. Please let Carrie know if anyone is experiencing issues getting in touch with their GP.</p> <p>Ann Goodger (AG) noted that the e-consult system was difficult for her to use. There is a worry that those that are not computer literate or whose first language is not English will struggle using it.</p> <p>CH clarified that the purpose of NHS test and trace was for them to be to see connections if there were any but the most important thing was to get the message out to people as soon as possible so that they can isolate and limit the spread.</p>	
6	<p>Any other business</p>	
	<p>Ann Goodger informed the group that National Youth Agency Guidelines were updated.</p> <p>Emily Engel informed the group that Citizens Advice phones are now free.</p> <p>Sonia Benitez informed the group that 'Signable' can be used to sign documents to avoid delays in posting/returning documents. This is a paid subscription.</p>	

ATTENDANCE LIST

	Name	Organisation
1	Angela Spence	KCSC
2	Alastair Brown	RBKC
3	Aneta Hutek	SASH
4	Ann Goodger	The Dalgarno Trust
5	Bee Burges	Open Age
6	Bethan Galvin	RBKC
7	Bobby Juniper	The ClementJames Centre
8	Carrie Hirst	West London CCG
9	Cynthia Uthayakumar	West London Zone
10	Elena Zeniou	Grenfell Health and Wellbeing Service – CNWL NHS
11	Ellen McRae	Golborne Community Champions
12	Emily Engel	Citizens Advice
13	Eva Psychrani	Healthwatch Central West London
14	Guine Comnas	Age United
15	Hayley Turner	KCSC
16	Ian Kimmett	Head of Corporate H&S, RBKC
17	Jenny Marshall	Open Age
18	Karima El Haddad	Home-Start
19	Kate May	Bi Borough Public Health
20	Lesley Derry	Community Champions Programme
21	Louisa Schepes	VCKC
22	Michael Godfrey	KCSC
23	Michelle Poponne	Venture Centre
24	Mohammed Mukit	RBKC
25	Monsur Khan	Community Engagement Projects Manager, RBKC
26	Rosana Ordoubadi	Healthworks – The Dalgarno Trust

27	Sarah Sutton	Checkmate
28	Sheila Drexler	Woman's Trust
29	Sonia Benitez	Carers Network
30	Sonia Timlett	Equal People Mencap
31	Sophie Ellis	RBKC Director of Customer Delivery
32	Stephen Duckworth	Notting Hill Methodist Church
33	Tasio Cabello	Age UK K&C
34	Teresa Meekings	Community Massage London CIC
35	Thomas Baillie	The ClementJames Centre
36	Tim de Winter	RBKC
37	Tracy McKenzie	Community Living Well/SMART
38	Vittoria De Meo	FOR WOMEN
39	Ximena Chiesa	Age UK K&C
40	Zina Serageldin	KCSC

The information above will appear in minutes for this meeting which will be made available to all the attendees and published on KCSC's website.