



HEALTH AND WELLBEING VOLUNTARY ORGANISATIONS FORUM

Monday 18 May 2020, 10.30am – 12.00pm
Online meeting via Zoom

Chair: Angela Spence (AS), KCSC

Minutes taken by: Dhanveer Dhanoa (DD), KCSC and Zina Serageldin (ZS), KCSC

Item	Notes	Action
1	<p>Welcome and Introduction - Angela Spence, KCSC CEO</p> <p>Agenda Presentation slides</p> <p>AS introduced herself and welcomed everyone to KCSC’s first Health and Wellbeing forum via Zoom. AS ran through the agenda, timings and ground rules including use of the mute button unless speaking or asking a question. AS said that the meeting would be recorded and asked anyone who had issues to note them in the ‘chat’. Participants were asked to write any questions they had in ‘chat’, or to use the ‘hand up’ icon. No objections were raised for the rules stated.</p> <p>Rather than go through individual introductions AS suggested circulating the list of attendees after the meeting. The Zoom meeting system allows all participants to see each other on the screen.</p> <p>Food Services</p> <p>AS introduced the food offer and helpline up and running at the moment. This is in partnership with KCSC and voluntary sector partners in association with the RBKC.</p> <p>AS asked for a show of hands to see how many people had heard about the under 65 and over 65 offer available. Some of those in attendance were not aware of the services.</p> <p><u>Shopping Offer:</u></p> <p>Hayley Turner (HT) introduced the shopping offer. This came about because not all people would like the food supplied in food packages and not all need the food packages. This service gives people a choice to buy the food they want. A number of voluntary sector organisations are already doing this but KCSC wanted to bring this together in a single point of access. There are two options for the shielded and vulnerable groups. One is the NHS Volunteer scheme (which will be discussed later on) the other is a new offer run by the voluntary sector. It is only available via referrals from voluntary sector professionals and GPs. You can refer a person who is vulnerable and cannot leave the house but can afford food and wants to buy food.</p> <ul style="list-style-type: none"> • Referrals can be made by calling the number on the screen (020 7243 9804) or by filling out a referral form and emailing it to health@kcsc.org.uk . • There will be a number for residents to call directly via the Covid Hub but that number is not available yet. <u>Update:</u> the direct resident number now is 020 7361 4025 • Mutual aid will be working with KCSC as well. This will be a local, street by street approach and HT can send more information about this to anyone who has not heard about this. 	

AS introduced the two food offers. These are services set up by the voluntary sector in response to Covid-19.

Over 65:

Offer being run by Age UK Kensington and Chelsea. Started because of lockdown and concern over older and older vulnerable people not able to leave their homes.

- Referral made by calling the hub and make referral over the phone or by contacting Age UK directly to make the referral.

Under 65:

- Referral by completing form online via RBKC website or by downloading the form from the KCSC website.

After processing at the council for processing then the information is sent to KCSC who then send the information out to warehouses that stock the food and deliver the food to those referrals. This is food and essential goods.

This is aimed at people suffering some form of financial hardship. If getting this support from other networks or family and friends they would not be seen as necessarily eligible for this.

Foodbanks:

Many have been created due to Covid-19. KCSC has information on foodbanks including opening times on the website.

This is for people who can get out of the home or have someone who can collect for them.

Q Ann Goodger (AG) asked about offers available in different languages. Feedback received is from people with English as a second language who are having difficulty filling out the forms. People are also having difficulty accessing services online.

From Chat - (AG) What languages are these forms available in? It is important because people are having difficulty with the forms.

Jenny Greenfield (JG) mentioned a call made to the hub by KCSC to enquire how they would deal with people calling with English as second language. JG explained that there is a recorded message in English at the start of the call that could put somebody off continuing the call if English is a second language. When the caller got through they were offered a list to choose from and the call handler was unable to provide any assistance with the hardship line enquiry made. The language used was difficult for an English speaker to understand so there is concerned that others may feel similarly.

AS suggested that this could be discussed at the weekly Community Resilience Group meetings that KCSC was involved with and which Sophie Ellis (SE) attended.

SE explained that translation services are in place for contact handlers at the hub and enquired if a request for the service has been made.

Any other concerns about the services available for those with language barriers and solutions will be discussed following the forum.

Dalgarno will be re-opening their foodbank on 21 May 2020. Offer from St Francis is moving to the Dalgarno Trust. Ann had sent these details to KCSC.

From Chat Marina Kroyer: How do you deal with payments for shopping if shielded and vulnerable people don't have cash at home? How does it work?

Jenny Greenfield: Hi - we have the same issue which we want to raise with the helpline

JG and AG to discuss and feedback to SE

	<p>Hayley Turner: Hi Marina we are using a number of options including using a cash card that the council has helped us with which will allow the volunteer to buy the shopping and invoice the client later. This will be live this week! Give us a call if you have more questions</p>	
<p>2</p>	<p>RBKC / Covid Hub update – Sophie Ellis, RBKC Director of Customer Delivery and Angela Spence, KCSC CEO</p>	
	<p>Sophie Ellis (SE) introduced herself. SE is Director of Customer Delivery and has been with the council since November last year has been repurposed to establish the hub. SE explained that the Covid Hub was established primarily to support shielding residents. They have a contact centre that does outreach contact and takes calls from the public. It is a mixture of a contact centre and a whole range of delivery pathways across different organisations across the borough. Some are in the council some are delivered by different partners.</p> <p>There are tight restrictions on how the council uses the data received for those that are shielded. This has meant that referrals can only be made to organisations with a rigorous data protection scheme in place and has led to caution about the referral pathways that they are able to signpost to.</p> <p>SE shared some statistics. Since opening at the end of March the hub has taken 5100 calls and received over 1200 emails.</p> <ul style="list-style-type: none"> • 23% from shielding residents. • 14% from residents needing support but not shielding. • The majority of the calls/emails are about council services such as council tax support and the hardship fund. • The borough has 6700 individuals shielding. <p>Information from government is patchy and poor – 3 daily updates are received. The data from these updates are often missing contact details for the people shielding. The information received has to be cleansed and matched before it can be used. There is currently a lag of 5/6 days from receipt to contact. The most recent list received last week contained 3200 names and processing is now nearly complete on these names. It is not always clear when the data will be received or where the data comes from. There have been people on the list who no longer live in the borough or have passed away. There is considerable work to be done on the lists to turn it into data that can be used to contact residents. Urgent lists received often have no addresses on them or no first name or surname. There are currently 140 names that cannot be matched. The fraud team have been enlisted to find residents on the lists received.</p> <p>RBKC have managed to attempt to contact all people whose details they received. The hit rate in terms of response is fairly good. If there is no response they are making visits to ensure they have received the hub information. Largely people shielding do not want support but the council do continue with outreach to them to make sure nothing has changed. 600-700 residents require support this is mainly for food.</p> <p>One of the first tasks once contact is made is to help resident to register on the government portal. Only by doing this are they able to receive the weekly food parcels and have access to the supermarket priority delivery slots. If they decline the food parcels they cannot have access to the shopping slots so it is recommended they keep the parcel delivery if they require access to the priority</p>	

<p>slots. RBKC have appealed this with the government but have not received a response yet.</p> <p>Requests for help with shopping. Residents would like more choice so the NHS volunteer scheme used. Requests are also received for help with prescriptions. Currently community pharmacy scheme has some pharmacies delivering and others not so the NHS volunteer scheme is also used for this.</p> <p>From chat - Carrie Hirst (CH) asked: Can they be encouraged to donate the food parcel to a foodbank if they don't want it & are still receiving?</p> <p>SH replied yes they can except they can't leave the house. They do suggest that if they would like to donate the food parcels they can call the foodbank and arrange for a collection or if they have a family member to drop off the donation this would be an option. The council cannot give contact details for these residents to organisations. The project team have discussed officers collecting parcels but there are concerns over contamination between the time the food was left and collected for redelivery.</p> <p>From Chat - Kalwant Sahota (KS): ICHP are developing a pharmacy pathway to support delivery of medications which will support the NHS Volunteers as well. There is a way to decline the govt food parcels without losing your delivery slots, I need to check and send back the link not sure how effective this is.</p> <p>Anna: We at Westway CT had tried to do the same with supermarkets but no joy. I have left my details and have been waiting for a call back for 2 weeks now to start the process, they told me 'they are snowed under'</p> <p>Ann Goodger (AG) has heard about food parcels being delivered to people with ham and pork.</p> <p>SH replied that no ham is put in local food parcels coming through the hub. Emergency food parcels are vegetarian and halal. No idea what is in the government food parcel. Hard to get information about what is in them or when they are delivered. There is no real channel to get a dialogue about this. SH can feed this back to them.</p> <p>AS reiterated that these are important issues that need to be fed back to central government.</p> <p>SE has three streams of communication through the Shielding team, the London Borough Collection and MHCLG regular meetings. A request to enable the hub to register residents for accounts has been make but no response has been received. This will be feedback by SE but can't guarantee an answer immediately.</p> <p>From Chat: Kalwant. National food parcel, want to unregister that part Will look up the link for way to find not sure how effective that is will try to see if there is an effect solution and share it</p> <p>Pharmacy pathway. Vulnerable patients once formalised will share with the group more complicated than one off prescription.</p>	<p>SE to feedback comments on contents of food parcels central government</p> <p>KS will see if there is an effective solution to the</p>
---	---

	<p>Jamie ADKC reported that a shielding household was able to stop the food parcel delivery by sending an e-mail request. They received a text to confirming this.</p> <p>Westway CT explained that they had tried to register with supermarkets in order to assist vulnerable residents who they do the shopping for. It takes 5-6 weeks to receive a response. The Co-Op agreed even though range is limited there is now a system where they can e-mail a list and collect the supplies and deliver it. No card payment taken over the phone so payment is in cash.</p> <p>From Chat A request was made by Vittoria De Meo (VDM) that an RBKC representative be present at these meetings as much as possible.</p>	
3	<p>Local community needs & identified gaps in provision – Group discussion facilitated by Angela Spence</p>	
	<p>How has your organisation adapted sing the Coronavirus outbreak?</p> <p>What is happening within the local community?</p> <p>What is happening with your organisation?</p> <p>AS notified everyone that KCSC will be sending a survey asking about what impact the pandemic has had and is having on your organisation and how it is responding. KCSC want to gather information from the sector to help inform what the sector does next.</p> <p>Lots of voluntary sector organisations have adapted quickly and wanted to share some positive stories.</p> <p>Bobby Wellbeing Leader from The ClementJames Centre gave an overview of what they have been doing. Still open offering as much as they can virtually and over the phone. They have been trying to promote wellbeing activities to clients getting them involved in doing things from home. ‘This is me’ project is now a virtual online activity. Creative activities to try around the belonging theme. Exhibition launching on 21 June.</p> <p>Had success with one to one services employment support by phone and helping with CVs, cover letters and interview skills. Currently have capacity if support would be of benefit contact employment@clementjames.org. Advice and guidance support around foodbank services and grants, contact advice@clementjames.org. Clients have engaged with virtual learning via Zoom now starting new classes.</p> <p>Abby Simpson, Marie Stopes UK who provide NHS abortion services across the UK. Had to make significant changes to provide services. They have introduced tele medicine patients can receive medication by post or can collect from the clinic. This has proved popular, reduced the number of unnecessary journeys, and face to face footfall in clinics. Still open offering appointment for those with safeguarding or clinical needs. Have additional online and telephone counselling and general specialist advice.</p> <p>Vittoria De Meo (VDM), FOR WOMEN formed one year ago and a new formed CIC in February. Immediately adapted delivering weekly virtual women only meetings and one to one advice and guidance available on demand. VDM stressed the need to prepare for the mental health effects, such as PTSD and trauma that will be experienced. Organisation that deliver mental health services should be supported in the same was food and essentials have been provided. VDM would like RBKC council to be involved and support these services. VDM would like to see financial funding especially for smaller</p>	<p>AS and VDM to pick this up outside of this meeting</p>

	<p>organisations who may not have long standing historical records when seeking financial support.</p> <p>AS - The community resilience group has looked at this issue. Initially the focus was around food but is now moving towards looking at the support of mental health needs.</p> <p><u>Summary of needs</u></p> <p>KCSC is gathering information from organisation. The greater the level of details collected the more services going forward can be shaped. Some of the topics raised were:</p> <ul style="list-style-type: none"> • Limited access to technology • Fear of going out/anxiety • More people at food banks • Hared to get children motivated • People with disability even more isolated • Language and literacy barriers <p>Ann Goodger (AG) raised sexual health in young people which came up in their youth group. How to raise and discuss safety and awareness among this group as this will be an issue.</p> <p>John Dugdale of Spectra gave an update on the launch of an LGBTQ youth group meeting on Mondays and Friday evenings. They have an Instagram channel and a website going live shortly. Main concern is what happens after lockdown with young people returning to school and the mental health effects. Currently they can't go out and parents are gatekeepers they are accessing using online content. Everything is online. Refer people to online kits with videos to show how to use.</p> <p>From Chat - John Dugdale: Info for the online Youth group can be found at https://spectra-london.org.uk/studentspectra/ The online portal for resource for YP, ie social media safety: https://www.instagram.com/student_spectra/ https://twitter.com/Spectra_London/status/1262074480257572865</p> <p>These issues being faced at the moment in an unknown environment will mean this conversation will probably be returned to again.</p> <p>Sonia from Equal People Mencap. Have two projects one for the Grenfell community and one for wellbeing. Wednesdays at 11am wellbeing courses. Have continued activities for service users with learning disabilities. Have gone to SASH in terms of sexual wellbeing, they run an online programme about health, relationships and media.</p>	
4	<p>WL CCG / NHS update – Carrie Hirst, WL CCG Engagement & Partnerships Manager Including an update on GP surgeries, St Charles Centre for H&W and key health messages</p>	
	<p>Presentation – see slides at beginning of document</p> <p>Carrie Hirst (CH) introduced herself. CH works for the local NHS in Kensington and Chelsea, Queens Park and Paddington called West London Clinical Commissioning Group (WLCCG) who are responsible for local health services in those areas.</p>	

This is an opportunity to share some of the things WLCCG have been doing and to respond to queries and comments.

Challenges

- People are scared to use NHS or don't think they should be using the NHS if they don't have Coronavirus symptoms.
There is now a national campaign to try to address this.
As a local CCG they worked with the BME health forum and with students from Imperial College and created a video explain the services available, such as GPs and 111, if they are unwell.
- Lack of translated information.
To help encourage communities to use the NHS if they need to, the BME Health Forum, Imperial College medical students and West London CCG have co-produced videos about using the NHS during the pandemic in Arabic, Farsi, Kurdish, Sylheti and Somali.

Arabic: [youtube link here](#)

Farsi: [youtube link here](#)

Kurdish: [youtube link here](#)

Sylheti: [youtube link here](#)

English: [youtube link here](#)

Somali: [Click on this link to play mp4 file](#)

- Any comments on the videos will be welcomed. Videos can be share with WhatsApp groups, on organisation websites and newsletters to encourage people that the NHS is still here and people can still call if they need help.
- Access to GPs
People are saying GPs are closed as they can't physically go into them.
Trying to change the conversation – GPs are open just working differently.
More appointments over the phone and using e-consult online consultations. Similar to 111 online.

The group were asked to share methods of making contact if feeling unwell and requiring medical help.

Call GP

Call 111 – Trying to raise of the services 111 can provide.

Translation services are available, people are not aware of this.

Can call an ambulance if required.

111 online

GP website

Call pharmacy

[Covid-19 Test and Trace Information sheet](#)

From Chat - NHS health help now app

Dr. IQ app

Go to A&E if urgent

St Charles Urgent Care Centre

Reminder that due to an emergency measure St Charles Urgent Care Centre is temporarily closed. GPs have been asked to send out letters to make patients aware. WLCC are raising awareness and encouraging people that are not registered with a GP to do so.

	KCSC have been asking organisations what they are doing during the pandemic. If you have not been contacted by KCSC and want to pass on information about the services you are providing please do contact KCSC.	
5	Any other business	
	<p>CH - From local NHS perspective they would like to continue to keep in touch. If there are any smaller group meetings with residents that would like to have a representative attend and share information or answer questions please let CH know.</p> <p>Eva Psychrani Programme Manager from Healthwatch Central West London – Survey has been carried out following feedback from people affected by Coronavirus. Information was gathered around access to GP services, health and living conditions. Information can be circulated to members. If interested they are happy to attend online meetings. They also have a care home specific survey for staff and relatives.</p>	HT can pass on details to anyone interested
6	Summary of ‘chat’ messages during meeting	
	<p>Ann Goodger What languages are these forms available in? it is important because people are having difficulty with the forms.</p> <p>Marina Kroyer Question for Hayley about the shopping offers. How do you deal with payments for shopping if shielded and vulnerable people don't have cash at home? How does it work?</p> <p>Jenny Greenfield Hi - we have the same issue which we want to raise with the helpline</p> <p>Hayley Turner KCSC Hi Marina we are using a number of options including using a cash card that the council has helped us with which will allow the volunteer to buy the shopping and invoice the client later. This will be live this week! Give us a call if you have more questions</p> <p>Vittoria De Meo My name is Vittoria De Meo - Director for FOR WOMEN and Independent Mental Health advisor</p> <p>Nathalie (Groundwork London) Hi, I'm Nathalie from Groundwork London. We're setting up a new service in RBKC, H&F and Westminster for refugees and non-EU migrants called IMPACT, focusing on English, employment and creative/wellbeing sessions. We are in the consultation period and will deliver online from the second week of June. Happy to chat with anyone, Nathalie.botcherby@groundwork.org.uk</p> <p>Lesley's iPad Lesley Derry, Community Champions Programme Manager, Public Health, BiB. Hi!</p> <p>Rosana Ordoubadi Hi, Rosana Ordoubadi, Healthworks Programme Manager, Dalgarno Trust.</p>	

Carrie Hirst

Can they be encouraged to donate the food parcel to a foodbank if they don't want it & are still receiving?

John Dugdale

Hi, this is John from Spectra, we are based in the St. Charles Centre for Health & Wellbeing, and we are a Health and Wellbeing organisation with a focus on sexual health, LGBTQ issues and Trans Programmes. We are also one of the WLCCG Health partners. We are not offering HIV and STI testing face to face, but have a proactive online presence and referral pathways, and can support people with any issues regarding sexual health, mental wellbeing and issue around gender. Details available at www.spectra-london.org.uk

Kalwant Sahota

ICHP are developing a pharmacy pathway to support delivery of medications which will support the NHS Volunteers as well.

Kalwant Sahota

There is a way to decline the govt food parcels without losing your delivery slots, I need to check and send back the link not sure how effective this is.

Anna

We at Westway CT had tried to do the same with supermarkets but no joy. I have left my details and have been waiting for a call back for 2 weeks now to start the process, they told me 'they are snowed under'

Vittoria De Meo

It's a shame RBKC has left as it could have been interesting for them to listen to K&C voluntary organisations
We need them to be present as much as it is possible

Jenny Greenfield

Fortnightly 'Spotlights' being done on the KCSC website if organisations want to let us know what services they're offering - contact info@kcsc.org.uk

Angela

Hopefully going forward we will have more conversations with the council this way

Lesley's iPad

All the community champions projects have moved regular activities on-line as well as contributing to local food distribution & phone support etc

Tracy McKenzie

Tracy from Community Living Well - our Employment and Navigation services are running in the same way as Clement James, offering all of our services over the phone and providing additional wellbeing support when needed :)

Michelle Poponne

Maternity Champions have also moved activities online and started new activities such as online antenatal classes

Sonia- Equal People mencap

We have good news! at Equal People mencap

Rosana Ordoubadi

Healthworks, Dalgarno Trust delivering online activities around Physical activity and Mental Wellbeing. Thanks Rosana

Vittoria De Meo

Every Tuesday from 11am to 12.15pm - virtual group meeting FOR WOMEN - forwomengroup@gmail.com

Elena Zeniou

Grenfell Health and Wellbeing service is also continuing to offer support to adults, children, young people and families

Erin Carlstrom

Hello, this is Erin from The Reader. At the moment we are holding online and over the phone Shared Reading groups for people to come together, talk and connect, sparked by the literature we read together.

<https://www.thereader.org.uk/get-involved/the-reader-at-home/>

Vittoria De Meo

People can also access to virtual activities dialling from home
I have women who access to the session with her house phone

Hayley Turner KCSC

Just want everyone to know Age UK/WL CCG/KCSC are advertising for more Social prescribing link workers

<https://www.ageuk.org.uk/kensingtonandchelsea/about-us/work-for-us/north-kensington-splw/>

Vittoria De Meo

Link workers only full time or part time as well?

John Dugdale

Info for the online Youth group can be found at <https://spectra-london.org.uk/studentspectra/>

The online portal for resource for YP, ie social media safety:

https://www.instagram.com/student_spectra/

https://twitter.com/Spectra_London/status/1262074480257572865

Kalwant Sahota

The Social Prescribing Link Workers will be doing some of this work. At the moment we have 4 across WLCCG.

Vittoria De Meo

It could be good if they can attend events like this that involve voluntary organisations so they can learn on what is available

Vittoria De Meo

Angela can we have zoom meetings maybe every 3-4 weeks just to give feedback/updates

In this particular moment

So we can keep connected

Angela

We'll discuss internally Vittoria

ATTENDANCE LIST

		Organisation
1	Abbie Simpson	Marie Stopes UK
2	Angela Spence	KCSC
3	Ann Goodger	Dalgarno trust
4	Anna	Westway CT
5	Bobby Juniper	The ClementJames Centre
6	Carrie Hirst	WLCCG
7	Daniela Iacovella	Child Bereavement UK
8	Dhanveer Dhanoa	KCSC
9	Elena Zeniou	Grenfell Health and Wellbeing
10	Erin Carlstrom	The Reader
11	Eva Psychrani	Healthwatch
12	Hayley Turner	KCSC
13	Jamie Renton	ADKC
14	Jenny Greenfield	KCSC
15	John Dugdale	KCSC
16	John Dugdale	Spectra
17	Kalwant Sahota	WLCCG
18	Karimah Bint Dawoud	Karimah's Cuisina
19	Kate Nash	Age UK K&C
20	Lesley Derry	Community Champions Programme
21	Marina Kroyer	RBKC
22	Michael Godfrey	KCSC
23	Michell Poponne	Venture Centre
24	Nathalie	Groundwork London
25	Rosana Ordoubadi	Dalgarno Trust
26	Sonia Timlett	Equal People Mencap

27	Sophie Ellis	RBKC
28	Tracy McKenzie	Community Living Well
29	Vittoria De Meo	FOR WOMEN
30	Ximena Chiesa	Age UK K&C
31	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.