

Health and Social Care Forum	Date	22/07/2020	Meeting held via Microsoft Teams	Becky Law & Jess Allman facilitating for BCVS
Attendees	<p>Andrew Goodhall Alex Carlow Belle Johnson Moss Georgia Crossland Julie Best Chris Farrow Mark Kirkwood Simon Cookson Vanessa Cookson Rebecca McQueen Melanie Hancock Nicole Chavaudra John Wright Becky Musonda Rachel Gunn Jayne Bullock Colby Andrews Joanna Bowns Ben Eckersley James Short Elaine Hopkins</p> <p>Becky Law Jess Allman</p>	<p>Notts Victim Care ABL Health Limited Citizens Advice Centreplace DWP DWP Nottingham Energy Partnership Notts Fire and Rescue Bassetlaw District Council South Yorkshire regional excellence centre - NHS RNN Group – North Notts College Bassetlaw ICP Youth Justice Service SYHA – Good Work Centreplace (student placement) Bassetlaw Action Centre Aurora Wellbeing Centre OT Rapid Response Team Bassetlaw ICP South Yorkshire regional excellence centre - NHS Age UK – Active Veterans</p> <p>Bassetlaw CVS Bassetlaw CVS – Newgate St Social Prescribing Link Worker</p>	<p>Andrew.Goodall@nottsvictimcare.org.uk ACarlow@ablhealth.co.uk belle.johnson@bassetlawcab.org.uk georgiacrossland@centreplace.co.uk Julie.best@dpw.gov.uk CHRIS.FARROW@dpw.gov.uk mark.kirkwood@nottenergy.com Simon.Cookson@notts-fire.gov.uk vanessa.cookson@bassetlaw.gov.uk rebecca.mcqueen1@nhs.net MHancock@nnc.ac.uk nicole.chavaudra@nottshc.nhs.uk john.wright@nottsc.gov.uk b.musonda@syha.co.uk</p> <p>jbullock@bassetlawactioncentre.org.uk macmillanpw2@aurorawellbeing.org.uk Joanna.Bowns@nottshc.nhs.uk benjamin.eckersley@nottshc.nhs.uk james.short1@nhs.net elaine.hopkins@ageuknotts.org.uk</p> <p>becky.law@bcvs.org.uk Jessica.allman@nhs.net</p>	
Agenda Item	Points Raised / Questions / Actions			
Your Health Your Way Alex Carlow	<p>Your Health Your Way. Nottinghamshire’s new Integrated Wellbeing Service funded by Nottinghamshire County Council and delivered by ABL Health. We are here to help all residents of Nottinghamshire (excluding Nottingham city) get more active, eat healthier, manage your weight, drink less alcohol and stop smoking. We offer realistic and practical support for people to make life long healthy behaviour changes.</p> <p><i>The slides are attached to the email containing these minutes</i></p>			

Round Robin

Julie Best DWP Disability Employment Advisor Staff have been working from home and in the office. Only seeing very vulnerable clients face to face. Initially there was a huge influx of work as Covid impacted new claims, but rates are now slowing as people are starting to return to work. Good news in Bassetlaw – new DHL site and 110 new jobs elsewhere. Clients are now being asked to start to look for work again but with no sanctions attached. 18 – 24 year olds are a priority. DWP are currently recruiting themselves for additional work coaches.

Chris Farrow DWP Nothing else to add.

Vanessa Cookson Bassetlaw District Council BDC have been very involved in the humanitarian response since lockdown and have worked in close partnership with BCVS and County Council. WE are now moving into the recovery phase and more BDC services are now coming back online – the main building is hoping to be open over the coming weeks. Residents can still contact BDC either over the phone or online via the website. There has been a large increase in discretionary payment applications – i.e. housing support, council tax reductions, but things are beginning to change now.

Belle Johnson-Moss Citizens Advice All CA staff have been and still are working remotely – no date fixed as yet to go back into the building – still being planned for. Have been very busy – nationally the second busiest CA office after Manchester. Working on the MacMillan project – the only service not currently available is Power of Attorneys – but everything else is up and running all via remote working.

Georgia Crossland Centreplace Part of the LGBT+ team who have all been working remotely. Activities and meeting have been taking place remotely as shorter but more regular sessions and feedback has been really positive. The LGBT+ team are starting a sports project with a twist – trying to lead out with something a bit different that people can do virtually or outside their own homes.
(Alex Carlow from YHYW signposted to their website exercise videos they have available).

Nicole Chavandra ICP We are currently in the process of resetting within the ICP. In response to Covid we have been looking at agendas around training & skills as well as physical activities – hoping to harness the current growth in activity levels during the pandemic. The ICP remains a great platform for working together and sharing good news stories.

Ben Eckersley ICP Nothing else to add.

Jayne Bullock Bassetlaw Action Centre Transport is now back up and running so we can support those looking to get out to shop or attend hair appts etc. Housing and Stroke Neuro services have remained running over the phone. No bus trips at this time. Home support can only offer the cleaning service currently. Get Out and Get Active has been running since April 1st – walking tennis and support available over the telephone. Staying well has just started back up in a virtual format – there were initially some tech teething problems but now things are moving on and the programme is going ahead. Been undertaking weekly staying well calls and the volunteer shopping service is still available – currently supporting around 50 people each week. The offices are still closed to the public but there are 2 members of staff working in site.

Mark Kirkwood Nottingham Energy Partnership We are a fuel poverty and energy advice charity based in Nottingham city with county wide coverage. We help clients struggling with bills – help them to access funds for things like new heating systems, replacement boilers, insulation. Also offer support looking at utility bills, discounts available and benefits checks. Cannot undertake home visits right now. Just launched a warm home hub scheme in collaboration with Age UK Nottingham and Nottinghamshire, EOM and City and County Councils. This looks to help people in fuel poverty – particularly those who are off the gas network who are reliant on things like electrical storage

heaters. If people are on a means tested benefit or under certain income thresholds – can help them to refer onto a scheme for first time central heating / boiler replacement. Loft insulation etc. We are particularly looking for communities - so any streets who are off the mains gas supply that we can work with to create a community scheme and connect them to better energy infrastructure. <https://warmhomeshub.com/>
A slide presentation is attached to this email

Andy Goodall Catch 22 Notts Victim Care We have been working remotely still supporting victims of crime. Our open hours are currently slight reduced but still Monday – Sat 9am – 5pm. We have amended the due diligence paperwork to make it easier for organisations to sign up to be Community Points – this allows your organisation to refer direct into the service. We are particularly keen to support the BAME communities where possible. No home visits at the moment – all contact is by telephone.

James Short and Rebecca McQueen South Yorkshire Regional Excellence Centre Looking at the future NHS workforce – want to educate and encourage people to come and work in this sector. Looking for ways to work together so that we can meet people or work with them in their own homes to help them access health and social care jobs. Our central function is to find people who have the potential, the values and the behaviours to develop a career in H & SC. Want to reach people in communities – to speak directly to them.

The slides presented are attached to the email containing these minutes

Simon Cookson Notts Fire and Rescue – District Prevention Officer All stations have remained active with responding crews through the pandemic. The crews are now able to carry out safe and well checks again – the referral process is:

[Process for Professionals referring to Nottinghamshire Fire and Rescue Service for a Safe and Well Check](#)

As of 7TH April 2020, Nottinghamshire Fire and Rescue Service are pleased to announce a new online referral process for Safe and Well visit requests from our professional partners for residents of Nottinghamshire who are, or may be, at an increased risk of fire. The Service website will now have a separate area for ‘professionals only referrals’ that incorporates our fatal fire CHARLIE matrix: it can be accessed

here: <https://www.notts-fire.gov.uk/staying-safe/professional-referrals>

You will need the following credentials to make the referral: -

Username: agency

Password: CharliePMx1

An e-learning package has been developed to support completion of the CHARLIE matrix that can be accessed on the same professional page on our website. We would suggest that you participate in the package to familiarise yourself ready for making a referral.

This will give further information about risk identification and scoring the matrix.

If you require any further assistance, please get in touch with us at:-

- enquiries@notts-fire.gov.uk or call us on
- Telephone: 0115 967 0880
- Text: 07766 299 999 (hearing impairment)

If you need support - Simon Cookson District Prevention Officer Nottinghamshire Fire and Rescue Service 07967 690771 0115 8388832

There is a CHARLIE campaign which is designed to identify the risk factors. (Here a link to the poster https://willowbrookmp.co.uk/wp-content/uploads/2019/04/7151_CHARLIE_poster_A3_V2_PRINT-724x1024.png) If any work or community teams / groups would like a presentation on CHARLIE and safe and well, please contact Simon.

Finally – a request that Notts Fire and rescue are part of any community events that run wherever possible – please contact Simon and he will see if NF&R can be involved.

Maria Ward Stakeholder Manager – Nottinghamshire Building Better Opportunities Maria had called and sent her apologies and Jess Allman presented some notes on her behalf. The Bassetlaw recruitment talent event will go ahead on 17.3.2021. Way to Work is a new initiative available to Notts residents <https://www.nottinghamjobs.com/way2work/>

All 3 BBO strands are still accepting referrals – Money Sorted, Towards Work and Opportunity & Change.

Kick off In Business is a programme to support young people who are not in employment, education or training to become Self Employed. Includes a £50 Amazon voucher.

Colby Andrews Aurora Wellbeing Centre Based in the old Worksop library building. Both the shop and the café are now open again – beauty and treatments are still closed in line with Govt guidance. The centre will be back open from 4th Aug. Staff have all been working remotely to support clients via a telephone service. We also plan to operate interactively online via teams etc. Mindfulness and yoga have been taking place online and clients have been successfully accessing the sessions. Still accepting referrals so please signpost any clients we can support – not only with cancer but also long-term health conditions and mental health conditions.

Joanna Bowns OT Rapid Response Team During Covid we have come together with the neighbourhood, falls and neurology teams to create a joined up responsive, triaged service. This has supported people to get out of hospital asap and provide them with physiotherapy & occupational therapy within 24 hours. We can support people to access therapy at home. To support patients to get out of hospital we have fracture beds in care homes as well as spot purchase beds in care homes for intensive rehab for up to 3 weeks after leaving hospital. These can support those who are unable yet to manage at home. We also have beds in Priory Court which have daily attendance from the rapid response team. We have had students working virtually alongside us during lockdown and I am really interested at the developments in potential Health and Social Care training in Bassetlaw. To refer to the team – contact through Call for Care or vis the Single Point of Referral.

[Rapid Response - via Single Point of Referral - Retford Hospital 01777 274422](#)

Melanie Hancock RNN Group Throughout lockdown we have been operating via Google classroom, and as we look to re-open college from September 7th we will be taking a blended learning approach – so a combination of Google classroom and face to face learning. We have done a pilot for this and had an overwhelmingly positive response. We have also been working to look at the learning venues we use and assess whether they are suitable for a socially distanced learning environment. We are currently applying for funding to support more digital learning schemes.

Elaine Hopkins Age UK Nottingham and Nottinghamshire We have a large befriending service available to access. A previous scheme – Forces Friends – ended on 30.3.20. There is now a new service called Active Veterans which supports veterans aged 40+. The idea is to create networks and friendship group through activities such as Vets in sheds, Vets led walks, coffee mornings etc, although Covid has meant that things have had to be put on hold until Jan 2021. In the meantime – there will be a Vets at Home Service as social isolation has led to an

	<p>increase in people struggling with their mental health. This service is sending out tailor made activity packs. These have included birdseed, horse racing magazines and knitting equipment so far in the 84 packs sent out. This June – Dec service is County wide so please bear us in mind when speaking to Veterans.</p> <p>The flyer is attached to this email</p> <p>Becky Musonda SYHA Good Work programme Notes from group chat: Sorry - I have to leave now to attend another meeting. I wanted to mention Good Work which I will circulate information on, referrals can be made at www.findgoodwork.co.uk/refer , We work in partnership with the NHS, based in community mental health teams, we support with employment using the IPS model for anybody unemployed who has a health condition (mental or physical). We can support people in-work as well, but they must be under secondary mental health services. For unemployed customers, referrals can come from outside the NHS. We are welcoming referrals and have 2 brilliant employment specialists based in Bassetlaw. Please feel free to get in touch if you would like to discuss this more - b.musonda@syha.co.uk thanks everyone</p> <p>BCVS Update – Becky Law & Jess Allman As you are probably aware, BCVS have been part of a partnership with BDC and Bassetlaw CCG to ensure the supply of food and prescriptions since lockdown. Thanks to the hard work of all volunteers and organisations who supported, we were able to very quickly get an emergency food hub set up, establish some prescriptions protocol and ensure we contacted as many vulnerable Bassetlaw residents as we could. Things are now, thankfully, easing off and we can now look forwards and think about how we shape our offering post-Covid. Jess Allman – the Social Prescribing Link Worker for Newgate Street surgery since Feb 2020. Please contact me if I can help any mutual clients with non-medical support or signposting.</p> <p>Vanessa Cookson (BDC) added – Following a lot of joint working with BCVS and partners, we are now moving into a new phase in terms of food distribution and are working hard to ensure that as the EVP parcels discontinue, we are able to identify those individuals who still need ongoing support – so any intelligence to support that would be really useful.</p>
Closing Comments	<p>Becky Law - Bassetlaw Community and Voluntary Service Thank you to all attendees for your input and feedback. Please let me know if you have any future agenda items you would like to see included, and please do complete a feedback form.</p>
Next Forum	Wednesday 14th October 2020 9.30am – 12.30pm (time and format TBC but it will definitely be during the morning)