

Forum for Race Equality in Social Care & Health (FRESH) June 2020-May 2023

54

Average number
of attendees at
each meeting



23

Average number
of organisations
represented



18

Number of
meetings



91

Number of
speakers

What is FRESH?

The Social Care Community Forum for Race Equality (SCCFRE) was established in 1992/93 after the disturbances in Chapeltown in 1980, working closely with the council to address a number of key issues and areas of concern e.g. lack of employment; social care needs and educational underachievement.

In the time period of this report, the SCCFRE became the Forum for Race Equality in Social Care & Health (FRESH), encompassing both health and social care services. The purpose of the FRESH is to bring together members of diverse communities in Leeds. Leeds Involving People provides administrative support and staff to the Forum, and also continuously promotes it to perspective new members and communities. FRESH has played an important role in giving ethnically diverse communities a voice with providers of health and care across the City. FRESH has provided a way for our communities to provide feedback, share their views and tell their stories. The Forum has influenced how services are run, and some of these are detailed in this report.

FRESH events take place once every two months at the BAME Health and Wellbeing Hub, Reginald Terrace, LS7. Past topics of discussion and presentations have included: Adult Safeguarding, Connect for Health, Leeds Community Foundation and a BME engagement project (delivered by St Gemma's Hospice and LIP).

The group is co-chaired by Carmel Langstaff, Chief Officer for Transformation and Innovation (Adults and Health), and Annette Morris (Community Chair).

This report will highlight the progress made by the Forum between June 2020 and May 2023, and the impact of the Forum on different services across Leeds.

**June 2020
- May 2021**

Facts & Figures

Average number of attendees	62
Average number of orgs represented	31
Number of meetings	6
Number of speakers	27

**June 2021
- May 2022**

Facts & Figures

Average number of attendees	46
Average number of orgs represented	21
Number of meetings	6
Number of speakers	25

**June 2022
- May 2023**

Facts & Figures

Average number of attendees	63
Average number of orgs represented	18
Number of meetings	6
Number of speakers	39

You Said, They Did...

Leeds City Council - Adults & Health

Feedback from FRESH members about how to make Adult Social Care more accessible has now been built into the training plan for Community Champions who will work within communities to spread the word about Adult Social Care. This same feedback has also been built into the communications provided by Leeds City Council.

Leeds Teaching Hospitals NHS Trust (LTHT)

Multiple changes were made to the way that services are delivered. The inclusion of the Association of Blind Asians into the Deaf and Hard of Hearing Action Group; updates to different web pages; making connections with Fever FM (a Leeds Asian Radio Station) sharing key messages from LTHT on their weekly "Health and Music Show" which is hosted by Dr Mo Sattar.

Dementia Services

They have held meetings with third sector colleagues regarding culturally-relevant resources, including reminiscence.

There have been discussions with the

Head of Service regarding developing commissioning intentions (not restricted to dementia) as part of the commissioning action plan for Equality, Diversity and Inclusion.

Speakers themselves found the meeting extremely useful particularly regarding the insight into how culture underpins resilience and the importance of protecting and sustaining the sense of self and community with dementia.

Leeds and York Partnership Foundation Trust (LYPFT)

Feedback from members has informed LYPFT's Equality, Diversity and Inclusion (EDI) strategy, as well as supporting EDI forward planning within the organisation.

Synergi Leeds Project

Since attending FRESH, the steering group of professionals has been expanded and an Experts by Experience group is in early formation. They are now looking at how to make the steering group more effective so that the project can be re-energised and influence across the city. They are working on a citywide pledge and a website to act as a hub for this work.

Healthwatch Leeds

Healthwatch gathered experiences from culturally diverse communities at FRESH meetings as part of The Listening Project and fed the information back to Adult Social Care, particularly around the issue that culturally diverse communities are unable to access ASC because they do not know what they offer.

Healthwatch have actively promoted and provided advice about services offered by ASC and have raised concerns on behalf of those using ASC services during their home care engagement work. Healthwatch have also commented on the value of the Forum as an accountability mechanism as services have to come out and meet with people to be held accountable.

NHS West Yorkshire Integrated Care Board (ICB) - Primary Care

The Forum identified a number of priorities, and this feedback has contributed to the following work done by NHS WY ICB Primary Care.

To make it easier to get through to practices on the phone, they are: working with practices on improving their telephone systems; making certain appointments available to book directly online; increasing ways to contact your practice; improving the

digital offer for patients that can and wish to use it, to free up phonelines for others. The new NHS App lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

To reduce waiting times, they have: more availability of appointments (evening, weekend, same-day); new guidance for practices including patients being offered an appointment within 2 weeks, and promoting awareness of all practice staff and their roles to patients.

To increase appointments, they have: evening and weekend appointments available; more appointments on the same day for urgent matters; ongoing recruitment of different types of staff, and introducing new services for patients to access.

To improve interpretation services, they have: introduced an awareness raising programme for practices; exploring new ways of contacting practices; audit of practices' accessibility in line with the Accessible Information Standard, and using best practice to make change and improvements to improve communication with patients.

The NHS has put a national focus on access, and more work will be done to implement the ambitions.

Primary Care Pre-employment Programme - NHS WY ICB

Feedback from various groups including FRESH concluded that a Primary Care Service that reflects and understands the needs of the community it serves was extremely important.

NHS WY ICB Primary Care worked with the Leeds Health and Care Academy to implement their tried and tested Pre-Employment Programme.

What is the Programme?

- A 4-week programme that gives candidates an accredited qualification
- Supports local people into Health and Care Jobs, particularly those who find traditional recruitment processes difficult
- Provides a pool for employers of high quality candidates to interview, reducing time for managers
- Programme in place with other health and care providers and has excellent retention figures to date

The first cohort of the programme is focusing on Chapeltown, Burmantofts, Harehills, Richmond Hill and Pudsey/Bramley.

Changes to the Forum itself

One of the priorities of the partnership between Leeds City Council and Leeds Involving People is to ensure that the Forum is accessible to all communities.

We have listened to what you want so that everyone get a chance to have their say, including:

- Introducing pre-meets with the speakers to highlight the need for accessible language and to reassure all parties of the format of the meeting
- Providing feedback forms at every meeting so that members have a say on their priorities for the next meeting as well as improving the format of the meeting
- Introducing breakout rooms/tables with smaller discussions instead of larger group conversations to ensure that each member has a chance to speak on the topic

Comments from our members

"It's an important platform for community voices to be taken forward to the powers that be."

"Breaking down barriers in action!"

"It's consultation done differently, it's really important as we often feel that things are imposed."

"Members really look forward to FRESH. It is a cross cultural meeting, friendships evolve, we gain a better understanding of each others challenges and unites us all to improve access to ASC for ourselves, family and neighbours."

"I was made very welcome by everyone at the BAME centre. I felt I had come to a safe space to learn more about LCC. Over the months I gained the confidence to speak up. It was worth the effort coming along."

"I learn so much at FRESH, I like getting out, can we have more meetings please."

Forum for Race Equality in Social Care & Health (FRESH)

“Yes, it was very useful for my role, and to get a better understanding of what's going on in the city and how people are feeling about services.”

“FRESH provides another good way of hearing from the communities that need to be at the centre of our health and care decision making.”

“It was really useful to hear the different perspective and views on how the service I manage is perceived and to get ideas about how we could promote better access.”

To become a member of FRESH, visit:

<https://www.surveymonkey.co.uk/r/3FV2BHQ> or contact Leeds

Involving People for more information on 0113 237 4508 /

07719 328 721 / info@leedsinvolvement.org.uk