

Engagement intelligence and insight form

This proforma has been created to record engagement activity in the East Riding of Yorkshire, allowing insight and intelligence gathered to be shared across the East Riding Health and Care Committee work programmes (see 15.).

No patient/public/client identifiable information (other than work related names and contact details) should be included.

Please send your completed proforma to hnyicb-ery.pmo@nhs.net

Thank you

| | | |
|----|---|--|
| 1. | Name and organisation | Sarah Clinch, HTFT on behalf of Smile |
| 2. | Aim of engagement | VCSE insights into inclusion health |
| 3. | Date of engagement exercise | 23 rd February |
| 4. | Type of engagement: (survey/focus group/visit/conversation/ co-production session/workshop) | Workshop x 2 |
| 5. | Which area of the East Riding does this focus on? | Bridlington |
| 6. | Which group(s) did you engage with | VCSE groups |
| 7. | How many people were involved (if known) | |
| 8. | <p>Please give a headline summary of intelligence gathered</p> <p>Barriers to accessing services Signposting: - Bounced from contact to contact.</p> <ul style="list-style-type: none"> • Language and symbols. • Simplified – Single point of contract. • Pressure on resident to go and follow. • Training for new VCSE organisations. <p>Data sharing</p> <ul style="list-style-type: none"> • Lack of communication between health services. • Data sharing – client – referrals – GDPR – Lack of coms. • Toolkit: Standardised system and datasets. Secure email and certification. <p>Barriers experienced by service users</p> <ul style="list-style-type: none"> • Cost of access. • Trust of data security. • Comms/marketing to know the service exists. • Digital requirements/digital exclusion • Migrant communities. | |

| | | |
|-----|--|---|
| | <ul style="list-style-type: none"> - Language barriers. - Information access. <ul style="list-style-type: none"> • Language and literacy • Isolation • Access • Transport • Lived experience • Relationship trust • Domestic abuse (Changing cycle) <p>Issues to consider.</p> <ul style="list-style-type: none"> • Addressing communities' needs and wants <i>with</i> them. • Do people actually want the change? • People's perception and stigma of working with travellers. <p>VCSE Challenges</p> <ul style="list-style-type: none"> • Constant changes in VCSE make it hard to know what's going on. • How well do different VCSE organisations in Bridlington know each other? • Funding <ul style="list-style-type: none"> ○ Services: Short term funding = short term projects. Can't build trust ○ Grants don't fit the need – Local input to bids. ○ Organisations losing contracts, Organisations losing contracts. ○ VCSE not having capacity/sustained services. ○ Gaps when services end due to short term funding. ○ Longer term funding to support sustainable staffing (Funders need to understand this). • Groups dealing with wide determinants. • Services not having enough time with clients. • Recognised forum for travelling communities, but not for rough sleepers. <p>Solutions</p> <ul style="list-style-type: none"> • Trust, deliver services in the community. • Council and other organisations sending referrals and making connections. • Services need to be built from the bottom up. • Designed in communities and commissioning to support this. • Commissioners need to be on the ground with the services | |
| 9. | <p>Did your activity involve:</p> <p>(a) People with protected characteristics: https://www.equalityhumanrights.com/equality/equality-act-2010/protected-characteristics</p> <p>(b) People from inclusion groups (<i>This includes people who experience homelessness, drug and alcohol dependence, vulnerable migrants, Gypsy, Roma and Traveller communities, sex workers, people in contact with the justice system and victims of modern slavery.</i>)</p> | Focus of the event was inclusion groups, but the target audience was VCSE groups rather than a targeted focus on lived experience |
| 10. | Other partners involved | HTFT, ICB, ERYC |

| | | |
|-----|---|---|
| 11. | How could this be followed up? | Development of Inclusion Champions Scheme |
| 12. | Contact details for follow up | Sarah Clinch, sarah.clinch@nhs.net |
| 13. | Reports/links/further info | |
| 14. | FOR OFFICE USE Do we have BI data that supports this insight? Provide links | |
| 15. | Which Health and Care Committee work programme(s) is it best aligned to? <ul style="list-style-type: none"> a. Bridlington Place-based Programme b. Inclusion Groups c. Complex Case Management d. Integrated Neighbourhood Teams e. Weight Management f. Rural and Coastal Communities | Inclusion Groups |
| 16. | Uploaded to JSNA database | Yes/no date |

Who completed the form:

Date: