



**Connected Recovery Action Plan
Workshop 2
Meeting Notes
Friday 21 August 2020, 10.00 am
Online via Zoom**

Attendees: **ABC Council** – Alison Beattie, Jennie Dunlop, Lissa O’Malley, Michelle Markey, Nicola Wilson, Sara McGeary, Stephanie Rock, **Southern Regional College** – Catriona Regan, **Craigavon Area Foodbank** – Chris Leech, **Public Health Agency** – Colette Rogers, **Business Partnership Alliance** – Derek Browne, **Volunteer Now** – Edel Cunningham, **ERGA Strategies** – Eleanor Gill, **Libraries NI** – Evelyn Hanna, **P2000** – Geraldine Lawless, **Southern Health & Social Care Trust** – Gerard Rocks, **Council for Catholic Maintained Schools** – Majella Corrigan, **Tourism NI** – Martin Graham, **Prospect Awards CIC** – Anna Clarke

Apologies: **ABC Council** – Jill McEaney, Gillian Topping, Therese Rafferty, Eileen Campbell, Brian Johnston, Jonathan Hayes, **Education Authority** – Averil Morrow, **Northern Ireland Housing Executive** – Ailbhe Hickey, John McCartan, **Sport NI** – Angharad Bunt, **Department for Communities** – Simon Sloan, **Department of Infrastructure** – Sid Stevenson, **Libraries NI** – Adrienne Adair, **Southern Regional College** – Fiona Bradley, **Northern Ireland Fire & Rescue Service** – Dermot Rooney, **Police Service of Northern Ireland** – Barbara McNally, **Business Partnership Alliance** – Martin Donaghy, **Banbridge Twinning Association** – Gilbert Lee

1.	Welcome & Introductions
	<p>Jennie welcomed everyone to the first Connected Recovery Planning Meeting and covered the following points:</p> <ul style="list-style-type: none"> • advised participants that the meeting will be recorded for note-taking purposes. • Jennie explained the workshop was the second in a series of three workshops to develop a 12 month recovery plan • The Recovery Action plan will replace the current thematic action plans in the short term and will be presented by Adrienne Adair, Libraries NI to the Better Outcomes Subcommittee and signed off by the Community Planning Strategic Partnership • Intended outcomes from the meeting are to connect with each other, share feedback from the Community & Voluntary Sector Panel (CVSP) Focus Groups and review the Draft Connected Recovery Action Plan to take it forward to the next stage. • Eleanor Gill from ERGA Strategies Ltd will be facilitating the discussion at the meeting and Anna Clark from Prospect Awards was in attendance to observe the meeting as part of her role to focus groups to inform the recovery plan.

	<ul style="list-style-type: none"> • The Draft Action Plan had been circulated in advance of the workshop and was informed by feedback from group members, the evidence presented by Aileen Gordon, and the feedback from the 3 Focus Group session. • Jennie highlighted the plan would strengthen and build resilience alongside recovery. She went onto explain that the action plan mainly consists of short-term actions which are also the beginning of some longer-term actions. Part A of the plan builds on the community response and partnership working during Covid and includes what is needed to be done quickly and collaboratively to reduce the impacts of the virus on the community and local economy. • Part B of the plan reflects the programmes that have been developed to address four priority areas identified and are also important to the recovery.
<p>2.</p>	<p>Feedback from Panel engagement</p>
	<p>Geraldine Lawless, Interim Chair of Community and Voluntary Sector outlined the purpose of the focus group as:</p> <ul style="list-style-type: none"> ▪ Share emerging themes as identified through research ▪ Seek input and views from people and groups across the ABC borough ▪ Discuss and consider impacts of these themes on specific groups <p>She went on to present feedback from the Focus Groups elaborating on the following points:</p> <ol style="list-style-type: none"> 1. Focus Group Sessions <ul style="list-style-type: none"> ▪ Children and Young People (7 organisations) ▪ Women's Focus Group (8 organisations) ▪ BAME Focus Group (5 organisations 9 attendees) 2. Emerging Actions from each of the focus groups 3. Common themes arising from three focus group sessions: <ul style="list-style-type: none"> ▪ Digital inclusion, ▪ Access to services, ▪ Poverty and hardship ▪ Access to information 4. Organisations participating in Focus Group <ul style="list-style-type: none"> • Discussion ensued around Access to Information and it was noted that there was a lot of good information being provided by Statutory partners and through the Advice NI however there was need for a more coordinated approach • Partners should explore other methods of communicating messages offline, it was noted that leaflets and the telephone line was very helpful to the elderly who did not have access to social media which is where a lot of information was circulated. • Colette Rogers advised that there is a team in the Public Health Agency for circulating information, it was agreed that messaging needed to be simplified. WhatsApp, booklets and leaflets were discussed as means to getting information distributed. • Stephanie Rock, Age-Friendly Officer for Council, advised that 58% of elderly people surveyed had never accessed the internet so they are investigating compiling a newsletter to address issues with elderly people, such as unclear messages being circulated, the need for more contact numbers, signposting etc. • The needs of the BAME Community should also be considered • Anna also pointed out the access to information and there are some community and voluntary sector organisations in the borough which have good areas of expertise;

	<p>such as foodbanks and Women’s Aid. Council could look at its role in the collaboration of communicating information from the community and voluntary sectors.</p>
<p>3.</p>	<p>Consideration of Draft Action Plan</p>
	<p>Jennie Dunlop introduced Eleanor Gill to facilitate this agenda item.</p> <p>Eleanor presented the 5 priority areas:</p> <ol style="list-style-type: none"> 1. Supporting physical, mental and emotional health and wellbeing 2. Grow business , employment and skills and develop opportunities 3. Target hardship, poverty and inequalities 4. Tackle social isolation and loneliness 5. Maximise community response and partnership. Working together to reduce the impact of the virus across the borough <p>In breakout sessions members discussed the following questions:</p> <ol style="list-style-type: none"> 1. What are your views to Part A of the plan? Do you think these are the correct areas to be focusing on? Is there anything missing and needs added? 2. In one year’s time, how will you know if you’ve been successful in delivering the Action Plan? <p>Eleanor asked for feedback from the groups.</p> <p><u>Gerard Rocks – Chris Leech, Evelyn Hanna and Stephanie Rock</u></p> <ul style="list-style-type: none"> • Broad agreement for Part A of the action plan. • The role of the Peer Network is about information-sharing and if there could be a centralised point for the information to be sent though to such as a website or online portal. • For supporting recovery, they discussed at length digital champions for elderly or vulnerable people. • The work of Volunteer Now during the lockdown period and the opening of their portals for people to join to register an interest to volunteer and also for organisations to request more volunteers to join. The group believes there is an opportunity to get ahead of this and have a plan on how we would want to deliver the volunteer resource material across the borough and be in a position of readiness in case Volunteer Now open up that portal again. We could approach them with our list of requests that we would require from volunteers. • A support helpline is very important. This group discussed that a dashboard would be useful in giving the group a live picture of the capacity within the borough of organisations are receiving referrals. Eleanor suggested piloting this dashboard with a foodbank. Gerard noted that there was great work done over lockdown by foodbanks there could be better co-ordination done. Chris had mentioned the centralising of donations so that everything is more efficient. There was a great response from the business sector with food donations and hopes that this will be sustainable for all parties which is why the coordination piece is very import. Some businesses were very generous and it would be great if there was a way to reward them and to celebrate their generosity. This Council borough is known as the ‘Food Heartland’ and there could be ways to utilise this well and support the businesses in the borough. Eleanor added that

the local community are a local business' first customer and both parties can support each other.

Majella McCloskey – Edel Cunningham, Adrienne Adair and Nicola Wilson

- Everyone agreed the focus of co-ordinating messages to reduce the duplication and confusion of messages was important and could also help reduce the barriers to accessing services.
- The digital divide is a social and education issue and we need to go back to a 'hard copy' approach such as information leaflets to reach as wide a range of people as possible.
- There will be future issues around long-term unemployment and younger people being the most effected by unemployment and future careers. Maybe put something virtual in place to support careers understanding and strengthening of skills if work experience is not possible.
- Libraries were a great support and could maybe be used as community space for services to help people fill out forms, get online access, act as a community hub and also be a way for getting messages out to people who may not have full access.
- The financial aspect is a particular barrier especially as a lot of services in the banking sector are accessed electronically now which elderly people might not know how to use and are more vulnerable to scams. There maybe could be someone in the group who could provide support in this area. For example, maybe someone could go round the rural areas to speak to people and offer advice.
- To measure success, the group could evaluate how many businesses have survived, how many empty spaces that were on high streets have been filled, how well have businesses responded to the changing needs of customers, how effectively have services providers adapted to the new restrictions in place to still deliver their services, have any new community initiatives come through, etc. With everyone now working remotely, there is no longer any need for businesses to be centralised in Belfast and could maybe be drawn out to other towns outside of Belfast – what has been achieved around that? The group could maybe investigate how many people who were working from home used local resources, such as coffee shops, the new leisure centre in Craigavon. The rolling out of broadband across the borough could be another factor to measure. There were webinars online for local businesses and one measure of success next year could be a programme of training sessions that have been held online to ensure that young people have been upskilled and had careers information and that businesses have had a programme that meets all their needs in terms of furlough, HR issues. Eleanor added how beneficial it would be if services could reach out the people instead of people trying to find services. Libraries can be used as a point of solace but also a point of information.

Martin Graham – Geraldine Lawless, Derek Browne and Sara McGearry

- Martin's group was looking at businesses, tourism and the arts due to the nature of their organisations.
- Survival and sustainability of business came through strongest for them and looking at ways on how to help those that do survive on how to grow.
- A lot of independent self-catering accommodations, guesthouses and B&Bs could not access small grants that were coming though. Some have had to close but the group could explore ways on how to help them survive
- Arts venues have had events cancelled, staff have been furloughed and it is felt that the arts sector has almost been left behind.
- The Arts sector is relied on for emotional wellbeing so it would be useful to get some programmes up and running again, virtually or through another method.

- There needs to be a way to prioritise a list of needs. Health for example is a key priority, followed by the economy, for example.
- There needs to be some accountability through a good monitoring system and finding ways to address issues which are not working. This will help measure what is achievable and realistic.
- Maybe look at what has been lost as a result of Covid-19 and what can be regained or replaced to maybe see how to get it back up and running again.
- Through the Arts, there is the health and wellbeing aspect which can benefit other aspects of the community.
- The Boost Our Borough campaign has been very successful and is still running. This maybe needs to be adapted to cater for certain businesses or also extended to a 'Visit Our Borough' campaign.
- It is hard to measure success. To do this, the group could possible investigate which businesses have survived, ask what has not happened and why it has not happened. There could be a monitoring log or a 'lessons learned' log, while focusing on what did not happen rather than who did not do it. Businesses could monitor their success and record how beneficial the Boost Our Borough campaign was to them.
- Translink would be useful to have on board for connectivity to the borough and survival post-Covid-19.
- Eleanor noted that there is inter-connectivity between health and wellbeing and economy and community.

Lissa O'Malley – Catriona Regan, Colette Rogers,

- Agree with all actions, particularly the Peer Network. There could be other platforms that the group can continue to meet, for example Microsoft Teams.
- Explore how networks for communities could engage. A Communication Plan could be established to make sure we are getting the key messages and critical content circulated out a find a quick method to do this.
- Ensure good numbers of volunteers are coming forward and are all supported. All volunteers need to be fully trained and feel comfortable to go into all situations without leaving feeling overwhelmed. A volunteer toolkit could be set up to look after their wellbeing and have a method of support.
- There was an issue with having the same foods each time packages were distributed. More funding could be provided. Some foodbanks have different backgrounds but the onus is still on them to ensure a stock level. Help could be provided to Foodbanks to do call-outs on products they are running low on because stock levels control is going to be an issue for them as well as monitoring what they are distributing, how often and to whom. There may be regular users and the foodbanks might get to know what they want over time.
- There is going to be a rise in unemployment. A helpline and support system that is going readily available for them will be needed for issues such as reemployment, redundancy support, financial support, or even foodbanks.
- Libraries are good for technology, accessing information, keeping in touch, community outreach for education and skills.
- Catriona advised that people might have different needs and will require signposting for each need. Maybe Jobs & Benefits should be involved in this. Geraldine added that People 1st, USEL, Rutledge could also be involved in discussions too.

Eleanor thanked everyone for participating and sharing their experiences.

	<p>Colette advised that from PHA perspective, a second wave is preventable but everyone needs to act quickly and together. There are some public health messages that could be circulated quickly which could help to prevent another lockdown, local outbreaks and pressures on health services, schools and local businesses. Colette asked information could be circulated.</p> <p>Evelyn noted that Libraries can facilitate a lot of things and it is hoped that they can all be reopened again from early-September. Catriona agreed that all communities felt the loss of libraries being closed.</p>
<p>4.</p>	<p>Next steps and close</p>
	<p>Jennie thanked everyone for their active participation and outlined the following next steps:</p> <ul style="list-style-type: none"> • CPT will recirculate action plan based on today’s workshop • CPT will look at screening for Equality & Rurality • Meeting 3 – Thursday 3rd September 2020, 9.30 am

Copy of Zoom Chat during Connected Recovery Workshop 1 30 July 2020

- Chris Leech-CVSP : It might be good to look at some sort of resource mapping to tackle some of the access to resources for these groups. Eg libraries having IT equipment for people to use - they could extend opening hours to allow young people to use IT equipment
- Colette Rogers, PHA : Geraldine - is it all health services or did focus group mention any specific services?
- Chris Leech-CVSP : Also, with regard to support women at risk. We have an empty women's residential shelter in Portadown and an empty residential. Support for young people - we have an empty residential centre in Mount Zion, formerly the Foyer.
- Anna Clarke : Yes Gerard, there was a sense among participants that many people are still not getting the detail of who to contact for help and assistance
- Anna Clarke : Advice NI was mentioned as a source of support for BAME people seeking information and help re employment rights
- Anna Clarke : There was also a concern that particularly for people from BAME communities - a fear to ring agencies if they don't know they are safe in their immigration status to do so -
- Anna Clarke : Colette - a similar point made about WhatsApp - easiest way to connect people digitally but still some need to build capacity to get people on to using it - that was the campaign idea
- Eleanor Gill : no one way _ using all channels to the max _ and coordinated consistent info and messages
- Majella Corrigan - CCMS : yes newsletter and postal campaigns does sound like the way to go to help reach a wider audience who don't have online access
- Eleanor Gill : maybe if able to collate into one or series of packs that help comes and also responding service providers and groups
- Chris Leech-CVSP : If using WhatsApp, there needs to be some way of authenticating the source of any message. As there is so much fake news there. I would suggest a reference code at the beginning of the message which can be checked online.
- Colette Rogers, PHA : Chris - totally agree - authentic messages really important at moment
- Derek Browne-BPA : Under the Young People heading, Healthy Kids has been providing online app based resources to encourage physical activity and connect people. The app has thousands of young people already signed up. Could we make more use of this?
- Anna Clarke : Alison - there was recognition that CVS orgs have specialist areas of expertise but it would be helpful to have Council perhaps taking a communication coordinating role across the range of groups and agencies involved.
- Geraldine Lawless - CVSP : Derek Healthy Kids great resource
- Geraldine Lawless - CVSP : We need some representation from Transport NI I think
- Adrian Farrell : Well done Majella chairing our breakout room!
- Nicola Wilson - ABC Council : The breakout sessions worked really well on zoom.
- Evelyn Hanna - Libraries NI : breakout session very interesting and I agree work really well on zoom
- Sara McGeary : Sorry I have another meeting
- Gerard Rocks : Happy to extend
- Geraldine Lawless - CVSP : Thanks Martin, Sara, Dereke
- Martin Graham Tourism NI : yes, thanks you too Geraldine, Sara and Derek - great input

- Derek Browne-BPA : Great point Chris this should be recognised and this encourages others to get involved
- Sara McGeary : Apologies. Thank you for the invite and look forward to next stages.
- Colette Rogers, PHA : Would like to ask partnership if they would be willing to act as network to cascade public health messages to help prevent spread of the virus ? eg Flu Vaccine as we approach winter to help deal with pressures in health services?
- Geraldine Lawless - CVSP : Thanks Sara, good to put face to name
- Colette Rogers, PHA : happy to expand on this in conversation if possible please?
- Geraldine Lawless - CVSP : Yes Colette that's a great idea, TADA and MCAC can assist
- Chris Leech-CVSP : Great point about banks. During lockdown many elderly people who only had postoffice accounts couldn't use their postoffice card for online purchases.
- Evelyn Hanna - Libraries NI : there is a mobile postal service in some areas as well - could this be extended ?
- Chris Leech-CVSP : interesting how the post offices and libraries are becoming more important now, when we have seen many closed over the last decade
- Lissa OMalley-ABC Council : yes the mobile post office goes to Jerrettspass, but i have not seen it there recently, not sure if they are out and about
- Colette Rogers, PHA : RE Public Health Messages - I can bring Public Health Data to partnership so our actions are informed by current data and we can track/ measure this
- Jennie Dunlop - ABC Council : Fantastic Colette, that would be really helpful
- Anna Clarke : Interesting news reported yesterday about 100's of catering establishments pulling out of the eat out to help out scheme because of the stress and pressure it is causing for staff and business owners. clearly shows how these themes all interconnect and impact on each other. Also, the need to try and proof actions to ensure they don't have negative rebounds
- Geraldine Lawless - CVSP : Thanks Martin
- Adrian Farrell : very good point Anna
- Colette Rogers, PHA : Re trusted messages - would all partnership members be willing to follow PHA on social media and retweet these messages to your wider networks. We can then track reach of these messages?
- Gerard Rocks : Yes Colette, we already do in the Trust
- Catriona Regan - SRC : The risk with centralisation is it becomes bureaucratic, we need to ensure it remains responsive.
- Jennie Dunlop - ABC Council : Good point Catriona
- Colette Rogers, PHA : I'm also looking at alternative messages for specific groups e.g. young people, and infographics and animations so language/ literacy isn't a barrier and its easy to understand for everybody but would ask partnership to share this widely with all contacts please
- Eleanor Gill : agree catriona
- Anna Clarke : Infographic communication messages also suggested as a useful idea in the BAME focus group Colette - would be welcomed
- Gerard Rocks : Totally agree re: targeted and appropriate messaging, especially for YP and BAME
- Majella Corrigan - CCMS : Apologies folks I've a pre-brief for a meeting at 12 so will have to excuse myself, some very good ideas to consider from today's discussion as always.
- Colette Rogers, PHA : SH&SCT and PHA have already got lists of service providers etc which can become part of the volunteer toolkits - this is already underway
- Chris Leech-CVSP : It would be a quick win to put food donation points in all council and trust buildings to allow the public to donate quickly and easily to a centralised food bank system. Businesses could also be given the option to take part in this scheme

- Gerard Rocks : Will definitely look into this idea Chris from Trust perspective
- Chris Leech-CVSP : Catriona, great point on jobs and benefits being involved.
- Lissa OMalley-ABC Council : i have to head to another meeting, good to see you all.
- Adrian Farrell : Many thanks to all for a very interesting and beneficial morning. Special thanks to Jennie and Eleanor for taking the lead
- Nicola Wilson - ABC Council : Thank you everyone for the great meeting - I will have to leave for another meeting. Have a great weekend everyone
- Anna Clarke : children's stationary items would also be welcomed in family packs - became apparent in the children and young people's focus group that many families cannot afford to buy paper, pencils, pens, sharpeners etc for children to have at home to do school work and even just play/colour etc. this will become a bigger issue as term begins
- Anna Clarke : Yes - same point about libraries came up in the BAME focus group especially - vital service to keep people connected and informed
- Catriona Regan - SRC : Sorry I have to go. Great discussion
- Geraldine Lawless - CVSP : Thanks everyone and Eleanor for facilitating
- Evelyn Hanna - Libraries NI : Has been a very useful discussion today and lot of good ideas coming forward
- Gerard Rocks : Well done all, worked well today
- Chris Leech-CVSP : thanks, its been really helpful and informative
- Anna Clarke : have a good weekend