



**Connected Recovery Action Plan
Workshop 3
Meeting Notes
Thursday 3 September 2020, 09.30 am
Online via Zoom**

Attendees: **ABC Council** – Seamus McCrory, Gillian Topping, Lissa O’Malley, Eileen Campbell, Jill McEaney, Alison Beattie, Nicola Wilson, Stephanie Rock, Sarah-Jane MacDonald, Jennie Dunlop, Michelle Markey, **Prospect Awards CIC** – Anna Clarke, **ERGA Strategies** – Eleanor Gill, **P2000** – Geraldine Lawless, **Craigavon Area Foodbank** – Chris Leech, **Business Partnership Alliance** – Michael Donaghy, Derek Browne, **Sport NI** – Angharad Bunt, **Public Health Agency** – Colette Rogers, Danny Sinclair, **Health & Social Care Board** – Sophie Lusby, **Council For Catholic Maintained Schools** – Majella Corrigan, **Department for Communities** – Stephen McGlew, Sinead McNeill, Damien Dean, **Southern Health & Social Care Trust** – Sinead Hughes, Deirdre McParland, **Libraries NI** – Adrienne Adair, **Police Service of Northern Ireland** – Barbara McNally, **Invest NI** – Ethna McNamee, **Volunteer Now** – Jane Gribben, **Northern Ireland Housing Executive** – John McCartan, **Northern Ireland Fire & Rescue Service** – Dermot Rooney

Apologies: **ABC Council** – Jonathan Hayes, Therese Rafferty, Brian Johnston, Sara McGeary, **Business Partnership Alliance** – Adrian Farrell, **Department of Infrastructure** – Sid Stevenson, **Banbridge Twinning Association** – Gilbert Lee, **Department for Communities** – Simon Sloan, **Southern Health & Social Care Trust** – Lynne Smart, **Southern Regional College** – Catriona Regan, Fiona Bradley, **Tourism NI** – Martin Graham, **Libraries NI** – Evelyn Hanna, **Translink NI** – Gerry D’Arcy

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| 1. | Welcome & Introductions |
| | Eleanor Gill from ERGA Strategies welcomed everyone to the meeting and congratulated everyone for their contributions to the Action Plan so far. The purpose of the meeting will be to look into how to identify what the community needs and how the partnership can work towards meeting these needs. Before Covid-19, there was already a lot of need in the community such as loneliness, unemployment, mental health issues, disconnection from young people etc and these have been worsened by Covid-19. New issues have arisen since lockdown and new groups need to be targeted. |
| 2. | Agreement on Draft Action Plan |
| | Michelle shared a presentation on the 5 priorities identified: 1. Supporting physical, mental and emotional health and wellbeing |

2. Growing business and employment and developing skills and opportunities
3. Targeting poverty, hardship and the inequalities
4. Tackling social isolation and loneliness
5. Maximise community response and partnership working to reduce the impact of the virus across the borough

The next step is identifying how to address these themes. In today's meeting, the group will look at some of the key actions in Part A of the action plan, how to identify these actions, any issues that may arise in trying to achieve these actions and how to overcome any potential issues.

The group will be separate into breakout rooms. There are 4 key issues to be discussed in the breakout rooms:

- Establishing a Peer Network
- Support for employment of skills
- Messaging
- Address barriers to services, support and information

Everyone was put into their breakout sessions to discuss their key issues.

Support for employment skills – Nicola Wilson

The Economic Development Recovery Action Plan identifies the development and delivery of online skills training.

Who/what groups should the online skills training be designed for? What topics would be helpful to develop and deliver? How can it best be taken forward in a responsive, timely way? How would we measure the success of the webinar series?

- It is felt that online training and skills development is the best way forward with this. However, there is an exercise that needs to be done in mapping out what the provision is because there are different community groups, universities, colleges, training providers etc who are doing provision for training and skills currently so the group needs to go through this and find any possible gaps which the group can add value to
- Awareness needs to be raised to the community of what is actually available to them. There is no central location of finding everything that is available and this would make a difference
- Change perception around colleges for instead of being seen as only available for 16-year-olds and can actually provide good opportunities for all ages
- Identify and address barriers to accessing online training and development. For example, do individuals have the equipment or know how to use it? Some resources cannot always be accessed via phone.
- Not everyone has the confidence to gain the benefit of this opportunity. The group needs to find opportunities to build self-confidence and self-awareness of materials. Maybe add in different podcasts already there, build resilience within people or add HR content.
- The labour market has changed. Target younger people, unemployed or underemployed and look at existing businesses.
- Be the connector between small business who require ICT skills but do not have anyone internally with these skills. Younger people could have the skills so the Council could link

them both together to give the younger person the training and the business gets the ICT solution. Barclays Digital Eagles and the Social Economy model are existing models which can be looked into.

- Invest NI are launching a programme for retail businesses. There will be 50% funding up to the value of £50,000 for a retail business to take on someone to work on digital marketing.
- To measure success, the group can assess the confidence of people and post some of the projects which have been put in place

Messaging – Danny Sinclair

One of the Public Health Agency's strategic priorities is to work with trusted groups, networks and organisations to shape and disseminate key COVID-19 messages.

How does this peer network support the shaping, sharing and disseminating of the right messages, going to the right people, at the right time and in the right way?

- By way of context, Danny Sinclair outlined a number of PHA messages including:
 - Test, Trace, Protect
 - Download the StopCOVIDNI App
- Some more specific scenario messages include travel advice and car sharing information.
- Some wider wellbeing messaging includes an upcoming 5-week media plan for mental health.
- Reference was made to connections between this Peer Network and the Community Planning Strategic Partnership (CPSP) Better Outcomes Sub-Committee and the recovery/steering groups of cross Departmental working and various agencies.
- Some specific groups were identified such as male construction workers, the behaviour to be tackled (not adhering to mask requirements) and the locations in mind (petrol stations and small shops). The discussion pointed towards format of information such as hard copy or posters and that although staff and others may have a role to play but may benefit from signage or posters that they can point to.
- Some construction workers could be reached out to as a cohort via their own networks, for example construction companies and fora.
- The importance of consistency was discussed. There is confusion and complexity issues around some messages. Language and literacy levels can create barriers to understanding messages being communicated. One example was the movement of people from one area into another, therefore needing consistent messaging. There are some PHA resources which have been translated, including for learning disability (www.publichealth.hscni.net/publications and search for 'translations' and 'learning disability'). There are limitations of messaging where there is no formal enforcement. There has been development of graphics in multiple languages, but difficulties have been faced in getting those messages onto the digital networks of the target audiences. It was suggested that it would be useful to approach shops which are popular among BAME.
- Some messages could be used centrally in Council campaigns. This could include messaging aimed at parents and families which could be delivered through schools now that they are back, for example when to test, when to isolate etc. It was agreed among all of the group that centrally produced information was needed, and branded as such however central government messaging does need to be strong and consistent. If messaging came from more trusted sources such as PHA or Central Government and make this visible on messages

- The complexity of Covid-19 was discussed and how there are not specific instructions for every scenario that may arise.
- The issue with misinformation was discussed – how can misinformation be challenged?
- Sophie highlighted health pressures associated with winter, and the need for winter readiness. The strong role of family in Northern Ireland was discussed, with the need to appeal to individuals’ own responsibility to take protective action, while tapping into their desire to protect their loved ones.

In summary:

- In shaping messaging, ‘central producers’ need to ensure consistency, acceptability and branding from them as trusted sources
- ‘Central producers’ need to consider individuals’ motivation/s for adhering to guidance, and shape messaging to suit
- Through this workshop, peer network members were able to suggest ways that messaging should be shaped – how can this be achieved in future or as an ongoing process? Is that needed?
- In sharing messaging, peer network members and others may be potential conduits for onward dissemination – the will is likely there, the messaging needs to be provided
- Ensure that translations are available and targeted appropriately
- Scan for, and address confusion and misinformation – how can this be done practically?
- Consider making available the explanations and evidence behind messages
- Consider enforcement as a partner for messaging, and whether informal enforcement (eg. peers, fellow customers) has a role and can be developed

Address barriers to services, support and information – Barbara McNally

It is 10 pm on Friday evening, October 2020. The PSNI are responding to a call to a property (most probably publicly rented) where there is a gathering that may not be in line with COVID-19 restrictions. While there, they come across a young person under 18 who may have mental health problems and potentially homeless/ in care.

- What needs to be in place/happen so that the officer can get access to the right people from the right organisations with the relevant information to best respond

- Initially, there is nothing the PSNI could do in relation to an incident like this. There are no officers within PSNI who could be assigned to vulnerable people to check in with them between referral appointments.
- There have been conversations about finding out-of-hours social care for vulnerable people, especially 16-18 year-olds.
- Emergency accommodation from NIHE can only be made available when a person is 18 years old or over. There is not anything available under the age of 18.
- Finding a ‘safe space’ for a younger person with mental health issues has been discussed in the past. A Police Station is not always deemed a ‘safe space’ for someone with mental health issues. A&E waiting rooms can exasperate the situation which police officers are in because it can feel embarrassing for the person being in police company
- Police officers find themselves most busy after 5.00pm on a Friday which is also when most other statutory agencies find themselves finishing for the weekend

- Covid-19 has had a big impact on mental health and the full scale of this is still not yet known. There has been a lot of domestic abuse reported and possibly more cases will soon be reported
- A 'safe space' that is not on the grounds of a police station, maybe a community centre or some where away from a town centre or on the grounds of A&E where there are always staff on site
- Mental health is something which taking up more of PSNI's time but PSNI are not the organisation to address mental health issues
- Finding ways to get all the relevant organisations to work together is the best way to achieve these actions as a partnership

Peer Network – Colette Rogers

How does the peer network work – members, chairing, frequency etc? What does it do? How would members measure the network's success a year from now? Oh- and what should the network be called?!

How Does Network work?

- Over the next 3 months (mid Sept – mid Dec) – propose three meetings with clear functions, one per month. Then regroup and then look at the next 12 months.
- Use workshop format with a facilitator, breakout rooms and a clear agenda
- The Network needs to have clear purpose to ensure it is valuable for members. This cannot be a 'show and tell' type updating forum. There needs concrete issues to discuss at each meeting
- It is not an emergency planning forum. These already exist within PSNI, NIFRS and Health Service for example with clear protocols and remits for partner organisations. The Peer Network could however be used as a conduit to support any emergency responses on a local level with specific tasks such as support information sharing and facilitate access to services and support.
- A mapping exercise could be beneficial from all organisations to see what is already being done so there will be no duplications
- Identify challenges, gaps in service provision and support the formulation of appropriate partnership actions and responses. For example, a 'problem solving function' for short-notice issues who can be called together at short notice for localised matters.
- Mechanism by which partners are better informed about the work and responsibilities of all partners, particularly in relation to Covid-19 and services available to support agile responses and avoid duplication of effort. It was suggested collating a 1-page summary from each partner to cover the core functions of the organisation and their responsibilities relating to Covid-19 response, support and services on offer to partnership and contact details. This could form a valuable resource for the Community Planning Strategic Partnership, almost like a matrix for ABC area but be kept short so it can be used easily to connect with each other and kept updated
- Support the Volunteer Networks across ABC area through a volunteer support package with training, support, self-care opportunities and access to up-to-date information on services available and recognition of volunteer input and contributions in meaningful way
- Track actions and contributes to progress against the refreshed Community Plan for ABC area

How would members measure the Network's success a year from now?

- Need to review in 3 month's time to ensure it is working as proposed above

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| | <ul style="list-style-type: none"> • Identify challenges addressed via collective problem solving • Clear recording of successes against revised Plan • Partners value the Network and continue to engage <p>What should the Network be called? The group proposed '<i>ABC Peer Network</i>' as it is clear, simple and self-explanatory, however they are open to other suggestions.</p> |
| 3. | <p>Next steps and close</p> |
| | <p>Geraldine Lawless thanked everyone for their time and hopes everyone can make things happen on the ground. Hopefully everyone can continue to meet after this meeting.</p> <p>Today's meeting was to ensure that the themes discussed today are the correct themes to be focusing on. In Part A of the plan, there are some more urgent or infrastructural underpinning work to do together. Part B focuses on different projects relating to mental health, social isolation, financial hardship and employment, jobs and opportunities. The next step is the delivering process. The Peer Network will continue and will keep things moving forward, checking in on everyone and identifying and overcoming any potential barriers.</p> <p>Eleanor thanked everyone for their contribution.</p> <p>Jennie talked everyone through the next step of the process. The Action Plan will be finalised and taken to the Better Outcomes Sub-Committee who will take it to the Community Planning Strategic Partnership in November.</p> <p>The Community & Voluntary Sector Panel has started work on Equality and Morality screening which will be included in the Plan.</p> <p>The Connected Recovery Action Plan will be launched at the beginning of October 2020 and the ABC Peer Network will also be brought together around the beginning of October to begin work on the Action Plan.</p> <p>There will also be a meeting taking place around October to discuss the issues raised by Barbara McNally.</p> <p>This is a shorter-term plan but there will be longer term actions also needed to meet the challenges from Covid-19. As work begins over the next 12 months, longer-term thinking will also start to emerge along with some opportunities.</p> <p>The Shared Leadership Programmes starting later in September still has some places left and if anyone in the Recovery Group would like to join, they can get in contact with Jennie or Michelle.</p> <p>Jennie thanked everyone for participating. There are challenges ahead but there are a lot of things the group can achieve together as opposed to individually in order to meet the needs of the borough.</p> |

Copy of Zoom Chat during Connected Recovery Workshop 3 – Thursday 3 September 2020

- Anna Clarke Prospects CIC - A final key point raised in the Focus Groups Feedback session yesterday was always to keep at the fore of actions - how does this benefit Children and Young People, Women and people from BAME communities, along with other vulnerable groups such as older people and those with a disability.
- Michael Donaghy BPA - apologies from Adrian he has roof problem with the recent rain
- Geraldine Lawless CVSP - thank you Michael
- Geraldine Lawless CVSP - Thank you Barbara
- Jill.McEneaney : Apologies, I have to leave for another meeting.
- Angharad Bunt - I'm keen to have a positive message promoted around people getting active outdoors for their physical and mental health...plus responsible use of the outdoors. Esp if indoor leisure facilities and sports clubs may not be operating.
- Chris Leech CVSP - I agree with the physical exercise. It's amazing how few people are now out walking the streets compared to during lockdown.
- Geraldine Lawless CVSP - Agree the physical exercise is important links to assist mental health issues
- Chris Leech CVSP - Community Groups can communicate key messages, especially through their social media channels, if those messages are clearly branded as coming from a trusted source, such as PHA.
- Danny Sinclair PHA - PHA launches a 5 week mental health campaign (digital) next week, one of the weeks is specifically recommending to Stay Active. I will have the campaign outline emailed to this group and encourage you all to help get those messages out to your audiences.
- Nicola Wilson ABC Council - This group has so many great ideas - I forgot to mention Sinead's Work and Well Being Hubs - huge issue around social isolation with working from home, shielding etc. The Hub has a proven track record and we need to get these valuable services on line along with our other provisions.
- Eleanor Gill ERGA - thanks Chris _ agree it's trusted info needed
- Anna Clarke Prospect Awards CIC - Absolutely Chris. and also through targeting and encouraging the sharing of trusted messages through closed Facebook Groups such as for the Bulgarian Roma community (as discussed yesterday at the final Focus Group workshop) Many orgs manage closed groups that have a lot of members - so knowing who to target as the Admins would be a great start too
- Nicola Wilson ABC Council - Very sobering message from Barbara and the group - this is def the no 1 priority
- Nicola Wilson ABC Council - This discussion is so interesting - I'm sorry that I have to leave for a meeting at 11
- Geraldine Lawless CVSP - thank you Nicola
- Geraldine Lawless CVSP - Thank you Barbara

- Chris Leech CVSP - Brilliant point Barbara and sobering. There is a space, which has been lying empty for the past 6 years. The previous Women's Aid shelter in Portadown. Funding is the issue
- Anna Clarke Prospect Awards CIC - Barbara's points also came through very clearly from PSNI colleagues in the Focus groups too and echoed by others such as Women's Aid and CYPSP
- Sophie Lusby HSCB - Extremely constructive discussion; will raise this at the Southern Locality Unscheduled Care Network at our next meeting. Apologies I have to leave now.
- Colette Rogers PHA - RE: Barbara's feedback - there are examples in other parts of NI which have been developed for same issue through partnership approach
- Colette Rogers PHA - Eleanor could I come in briefly
- Chris Leech CVSP - Brilliant point Seamus.
- Majella Corrigan CCMS - Agree Colette, have seen presentations on examples of initiatives on exactly this, I think it is already in place in a few council areas and was being rolled out in a few more?
- Geraldine Lawless CVSP - Thanks Seamus
- Geraldine Lawless CVSP - thanks Colette
- Colette Rogers PHA - hi Barbara - drop me an email at Colette.rogers@hscni.net and we will pick up the conversation
- Geraldine Lawless CVSP - thank you everyone for your time today
- Michael Donaghy BPA - sorry battery about to die thanks everybody very interesting all the best
- Colette Rogers PHA - Jennie - important the ABC Peer Network retains facilitation support to keep the workshops functional and productive please! Would be keen to continue with Eleanor
- Danny Sinclair PHA - Thanks as always! Look forward to working together more
- Chris Leech CVSP - Great, thanks that was really useful and informative.
- Angharad Bunt - thanks!
- Stephen McGlew and Sinead McNeill Dfc - well organised and delivered - very impressive and great to be involved.