

Patient and Public Engagement Committee 2020/2021

Date of Meeting:	14 January 2021
Agenda Item:	2.8
Subject:	Action Together – Third Sector Members Update
Reporting Officer:	Kerry Bertram
Aim of Paper:	To provide an update on third sector organisations

Governance route prior to PPEC	Meeting Date	Objective/Outcome
Governing Body	Select date of meeting.	Click to Select
Audit Committee	Select date of meeting.	Click to Select
Strategic Place Board	Select date of meeting.	Click to Select
Integrated Commissioning Board	Select date of meeting.	Click to Select
Locality Engagement Group	Select date of meeting.	Click to Select
Patient and Public Engagement Committee	Select date of meeting.	Click to Select
Quality and Safeguarding Committee	Select date of meeting.	Click to Select
Remuneration Committee	Select date of meeting.	Click to Select
Clinical and Professional Advisory Panel	Select date of meeting.	Click to Select
Primary Care Commissioning Committee	Select date of meeting.	Click to Select
Information Governance Management Group	Select date of meeting.	Click to Select
Other	Click here to enter text.	

Patient and Public Engagement Committee Resolution Required:	For Information Only
Recommendation	This report is provided for information.

Link to Strategic Objectives	Contributes to: (Select Yes or No)
SO1: To be a high performing CCG, deliver our statutory duties and use our available resources innovatively to deliver the best outcomes for our population.	No
SO2: To deliver on the outcomes of the Locality Plan in respect of Prevention and Access (Prevention and Self Care)	No
SO3: To deliver on the outcomes of the Locality Plan in respect of Neighbourhoods & Primary Care (Getting help in the Community)	No
SO4: To deliver on the outcomes of the Locality Plan in respect of In Hospital - Planned (Getting more help)	No
SO5: To deliver on the outcomes of the Locality Plan in respect of In Hospital - Urgent Care (Getting more help)	No
SO6: To deliver on the outcomes of the Locality Plan in respect of Children, young people and families	No
SO7: To deliver on the outcomes of the Locality Plan in respect of Mental Health	No

Risk Level: (To be reviewed in line with Risk Policy)	Not Applicable
Comments (Document should detail how the risk will be mitigated)	N/A

Content Approval/Sign Off:	
The contents of this paper have been reviewed and approved by:	Not applicable
Clinical Content signed off by:	Not applicable
Financial content signed off by:	Not applicable

	Completed:
Clinical Engagement taken place	Not Applicable
Patient and Public Involvement	Not Applicable
Patient Data Impact Assessment	Not Applicable
Equality Analysis / Human Rights Assessment completed	Not Applicable

Executive Summary

Below are updates on collaborative projects that Action Together is working on with VCFSE partners, for circulation to the HMR CCG Patient and Public Engagement Committee 14 January 2021.

- Community Warehouse (Distribution centre supporting the Food Solutions Network – 25 VCFSE providers - with access to bulk food, supplies and care packages)
- Digit-Tech Library (Tech loaning and refurbishment scheme-Partnership of 10 VCFSE providers)
- Economic Support Network (developing community pathways and support champions around debt, work and financial wellbeing)

Community Warehouse update 4.12.20

How we started

The Food Solutions Network was established in response to the COVID pandemic, facilitating over 20 community, voluntary, faith and social enterprise sector organisations, alongside statutory partners, to improve access to food for the people of Rochdale Borough.

The aim is for everyone in the Rochdale borough to be able to enjoy nutritious, appropriate food with dignity and without deprivation. We meet every 2 weeks via zoom facilitated by [Action Together](#), we are running several projects from this network including strengthening the delivery of food pantries in the borough and setting up a Community Warehouse.

What is the Community Warehouse?

The Community Warehouse is a central distribution hub that can receive bulk donations and supplies for redistribution to voluntary sector groups allowing smaller food providers to take advantage of surplus donation schemes.

The warehouse will be stocked with food/essential supplies but also economic, health and wellbeing support resources created by other charities and partners (such as Family Art Packs, New Baby packs) recognising that food is a 'gateway' to whole person support.

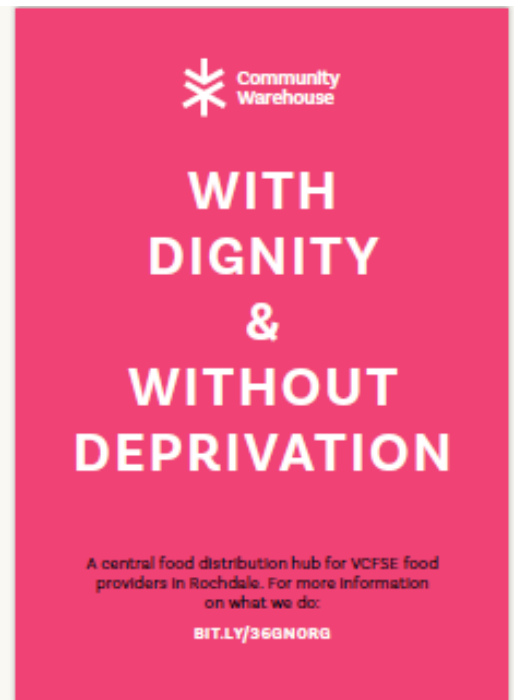
People

Paid Co-ordinator role: Cath Entwistle (6 hours a week job share with Rochdale food bank)

- Manage the 'warehouse floor' process of incoming and outgoing resources
- Manage the quarantine processes
- Oversee the weekly stock take

Neighbour Facilitator 6 hours a week: Interviews 10.12.20

- Prepare a weekly offer spreadsheet for the Food Solutions Network and send out
- Prepare a weekly order sheet for the warehouse team to prepare for the Food Solutions Network
- Respond to many queries/edits to the above from orgs and from warehouse



Volunteer Roles

Task Supervisor

- Work with the Warehouse Coordinator to agree the functions required and develop appropriate volunteer roles
- Help the Warehouse Coordinator to brief the volunteers on what is expected of them, follow relevant guidance and provide support.
- Develop a rota and communicate this with volunteers as required
- Help the Warehouse Coordinator to complete a situation report at the end of each session
- To help to create a culture of openness and support amongst volunteers

Pick and Packer

- Pick and Pack items from the existing stock in the warehouse to prepare for distribution.
- Unpack deliveries – moving heavy bulky boxes, quarantining
- Perform general stocking duties each shift including storing and stocking products in/on bins, pallets, shelves and racks.

Donations In

We have set up a Street Ambassador scheme to coordinate donations from residents and donation schemes with Rochdale Borough Council, Rochdale Infirmary and Rochdale AFC.

We are developing relationships with wholesalers and local small businesses to create a local 'fareshare' type waste food collection scheme for independent shops, including businesses that serve Black Asian and Minority Ethnic Communities.



We are working closely with Food Solutions Network partners to manage surplus stock via our redistribution routes to the VCFSE sector.

What we have received so far:

- Angies Angels: Green crates, pasta, winter warmers
- Deaf Rhinos: footballs
- Cartwheel arts: 150 creative booklets
- Rochdale Borough Council: Over 2000 individual items of food including tea, coffee, rice, pasta, tins, flour etc. Used to make up 200 emergency food parcels that residents can access via the council helpline.
- Purchased stock of food suitable for Arab, South Asian and African communities from local wholesalers.



- 19 Street Ambassadors recruited and hundreds of individual donations from residents via the Street Ambassador scheme
- 10 volunteers induction for volunteer warehouse roles
- £5k donation from BES Ltd
- Commitment to Christmas Hamper project with Mecca Bingo
- Branding created!

On their way..

- Middleton in Action coming to donate surplus resources they've been donated from their community
- 2000 'Keeping Well this Winter' booklets from the GM aging hub
- A team for one shift a week from the Skill Mill (Skill Mill are a social enterprise and employ young, ex-offenders, actively reducing reoffending whilst increasing life chances for employees)

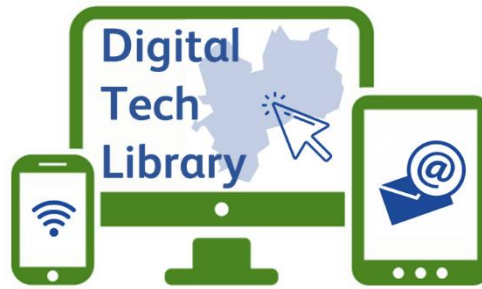
Donations Out

Redistribution Process

1. Donations/ deliveries are pursued and offers are picked up or directed to the warehouse
2. The warehouse team keep an up-to-date inventory spreadsheet on google sheets (Stock take every Monday)
3. Neighbourhood Facilitator prepares a spreadsheet from this based on known priorities
4. NF shares this list with the Food Solutions Network, and they fill in their requests on the Stock Request Form.
5. NF updates the allocation process with numbers from the Stock Request form
6. Final decisions on allocations are made on Thursday
7. Neighbourhood Facilitator prepares an allocation spreadsheet on Friday for the warehouse team with what items were agreed for each org, which ones need deliveries & who will be collecting
8. The warehouse team makes up the orders on Monday
9. The weekly process starts again!

Redistribution in the first fortnight (whilst setting up the building and recruiting warehouse team!)

- We have supported Nigerian Community Association, Caring and Sharing and Rochdale Foodbank with small supplies.
- We have delivered food parcels to KYP, Nigerian Community Association, Caring and Sharing, The Lighthouse Project and Crimble Croft community centre and topped up Primary Mutual Aid Groups stock



Rochdale Digital Tech Library

At the start of the Covid pandemic in 2020 a group of grassroots voluntary organisations, in collaboration with Action Together in Rochdale, came together to do something about the digital poverty and exclusion that they witnessed in their communities.

This group of voluntary organisations didn't just talk about it, they did something about it. They decided to form a consortium with a signed Partnership Agreement to get funding to purchase digital equipment to loan to people in need in their communities.

The partnership is made up of organisations that work at the grassroots within their communities of interest including: older people, young people and families, women and families from Black and South Asian communities, refugees and asylum seekers and people living with mental health issues across the borough of Rochdale.

<https://www.rochdaleonline.co.uk/news-features/2/news-headlines/136222/newlyformed-rochdale-digital-consortium-formed-to-tackle-digital-poverty>

Since their launch, the Digital Tech Library have gone on to secure more cash from funding bids to purchase even more new equipment to loan out.

The next phase, with support from Public Health and Rochdale Borough Housing funding, is to upscale the Digital Tech Library. By working in partnership with Rochdale Council's library service, the consortium will be able to expand their offer to reach more people. This includes having some digital devices for loan in the libraries that are currently open across the borough, which will enable people to access free wi-fi and support to get online.

Living Well are part of the consortium and offer the support of Digital Champion volunteers to help people get online. HMR Circle's Digital Project Coordinator works specifically with older people in independent living schemes to offer one-to-one support. Additional support for people who are disabled has been offered by the Disability Forum and RADDAG through their peer support project.

Along with new equipment, the Digital Tech Library are organising some Repair Workshops to repair and refurbish digital devices including laptops, printers, games consoles and old mobile phones that have kindly been donated through the 'Winter in Rochdale' appeal <https://www.actiontogether.org.uk/winter-support>

The Repair Workshops are being held in community venues and facilitated by Heritage Hackers who support people to fix, make and re-use things.

Rochdale Council's Work, Health and Skills team have supported the consortium from the beginning and are fully supportive of the new community-based learning Repair Workshops where people can develop, learn from each other and upskill themselves.

"For me, one of the best things about this consortium is that it brings together different grassroots voluntary organisations who wouldn't necessarily have worked together before. Working in partnership with others, they are actively making a difference in tackling the digital divide experienced by people in local communities" said Suzanne Vincent, Partnerships Co-ordinator at Action Together in Rochdale.

If you know someone who needs a digital device and support to get online, referrals to the Digital Tech Library will be open shortly (January 2021) through completion of a referral form to the Digital Co-ordinator.

If anyone would like to donate any good condition digital equipment, then please email info@actiontogether.org.uk to arrange collection. There is also a Just-Giving Page if you would like to make a financial contribution to the Digital Tech Library to enable the consortium to purchase more new devices for loan.

<https://www.justgiving.com/campaign/RochdaleWinterCampaign-TechEquipment>

Economic Support Network update December 2020

Where we started

The Economic Support Network was established to build an ecosystem of economic support that values worth beyond wealth and maximises opportunities to tackle scarcity. This means working collaboratively to support people around money, benefits, income, financial hardship and support needed to develop skills, participate in volunteering and access better work.

The Economic Support Network has been meeting monthly since Autumn 2020 with an open invitation to any who are interested and mailing list of 119. It is co-chaired by Action Together and Citizens Advice, with a core membership of Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations, statutory bodies such as the Work & Skills Team at Rochdale Council, as well as interested citizens and volunteers, including elected councillors.

What are we aiming to achieve?

An Action Plan was developed collectively in early sessions pulling out 4 priorities and the actions which would be required to achieve them.

The Priorities agreed were:

1. Develop community-led economic **support pathways** and work together to promote, resource and strengthen these
2. Support the **Community Champions** model (people with lived experience enabled to help people navigate systems) and connect to VCFSE provision
3. Connect **volunteering, training and employment** to the Food Cooperative Warehouse initiative
4. Develop a **'funding mentor scheme'** programme to maximise funding coming into the borough for VCFSE organisations, with a focus on supporting under-represented groups access funding, to support people around financial hardship

What have we done?

Early attention has focused on priorities 1 and 2 as well as expanding the involvement and influence to connected agendas and initiatives so that the Network is effectively linked into other relevant activities in Rochdale Borough.

Priority 1: Support Pathways

Drawing on mapping completed by local organisations and Council services during the COVID pandemic, as well as a model shared by Greater Manchester Poverty Action as part of a pilot in neighbouring boroughs, the Economic Support Network has co-produced a 'Triage Tool' to help people navigate where to go when facing economic hardship that can meet all their needs quickly and effectively.



This will be printed and distributed to locations where it can be used by frontline workers or individuals. A more extensive list of support has also been created by partners at Rochdale Council which can sit alongside it to assist agencies to connect people into the right places for specific needs.

Priority 2: Community Champions

Support to extend the peer-support model pioneered by the Live Well Community Champions programme has been taken up by Big Life Group (who run the service) and CAB Rochdale. The primary focus is on deepening the relationships between these partners, encouraging others to sign up to the [Refernet](#) platform.

A conversation around potential partnership between Rochdale Foodbank and Community Champions to deliver advice combined with food provision is being scheduled, facilitated through the Economic Support Network.

Linking up to other activities

In the short time it has been active, the existence of the network has catalysed two major opportunities for wider efforts at understanding and addressing economic support needs.

In November, the Network co-hosted a half day workshop on Financial Wellbeing alongside Rochdale Council Adult Social Care. Attended by over 100 people, a mix of social workers within the Council, VCFSE staff and volunteers, and external partners such as the DWP, the well received event provided immediate practical benefits for key projects while building trust and understanding between different partners involved in providing economic support. The links made with others such as DWP Work Coaches will be also be drawn on to encourage future collaborative working.

Ahead of the Chancellors Spending Review, the Network also contributed to a Joseph Rowntree Foundation led #KeepTheLifeline campaign to maintain the £20 uplift to Universal Credit. The video recorded asking members what £20 meant to them or those they worked with was shared [online](#) and with local partners.



What do we want to do next?

Triage tool:

Once the initial tool is printed and distributed, it will be used to deepen relationships between named partners to assist referrals when people achieve one goal and want to act on other priorities. Attention will also be given to specific alternatives for different communities within Rochdale who might receive information differently and need different aspects emphasised.

Hardship funds:

In the last Network meeting of 2020 findings and recommendations from a GMPA report into Local Welfare Assistance was shared which are highly relevant to Rochdale Borough. With the DEFRA funded Hardship Fund already used up and other emergency hardship funds also limited, we will look to implement these findings to increase the ease of access and administration of them all.

Action Plan:

With the Rochdale Community Warehouse established, we'll also look to being work on the other priorities. In support of this it will also be important to widen the participation in the Network of key partners related to these areas of work.