



Barnsley Together Forum Event Report

22 November ,2014

Report drafted by Amanda Heenan





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Introduction

The latest Barnsley Together event was held at Barnsley Town Hall on Saturday, 22 November 2014, from 11am – 2pm.

The purpose of the event was to bring Forum members together in an accessible and inclusive environment for Delegates to report back on progress, provide information and for members to share their views. It also provided services the opportunity to promote their services to members and ask members for their views.

The event had the following themes:

- Health
- Education
- Asylum Seeker services
- Understanding your legal rights
- Jobs and Sills

This report will provide an overview of the presentations and discussions and of members' feedback about the event.

See Appendix 1 for the event programme.

Planning and event organisation

A number of meetings were held which included Barnsley Together Delegates, 360 Engagement and Barnsley Council to plan the event.

Speakers were engaged by 360 Engagement and Barnsley Council.

Barnsley Together Delegates were supported to prepare their presentations by 360 Engagement.

Invitations were sent out widely, including through the weekly briefing and targeted marketing using the Barnsley Together database. Partner agencies also supported by cascading the invitation across their networks

Event Overview

Health Update



Barnsley Together Delegates Aghileh Hatami and Zofia Hebrenda fed back on work they had done in this sector. This included working with the CCG to develop a complaints leaflet in various languages and attending the CCG Annual General Meeting to establish stronger links with the CCG.

Feedback also included reference to work done with Public Health to engage with the Equality Forums on developing the new Integrated Health service.

Councillor Jenny Platts, Cabinet Spokesperson for Communities spoke to give her support to the work of the Forum and explained her role in championing the needs of communities within Cabinet and other Forums which include representation of elected members.

Know Your Rights

Julian Horsler introduced a Know Your Legal Rights workshop, based on feedback from Barnsley Together members that people do not know what legal protection they have against discrimination in the UK.

The presentation included information about:

- The Public Sector Equality Duty (Equality Act 2010) which requires public services such as the Council to have due regard to the need to:
 - Eliminate unlawful discrimination
 - Advance equality of opportunity for all
 - Foster good relations between people from different groups
- The Freedom of Information Act 2000, which gives citizens a general right of access to information held by public authorities.

If you would like a copy of the presentation please contact Julian Horsler directly by email at julianhorsler@barnsley.gov.uk

Education Update

Nino Watson (Education Delegate) provided an update on progress made with Children and Young People's services.

Councillor Tim Cheetham, who is the Cabinet Spokesperson for Education, voiced his support for the work of the Forum and explained his role in terms of raising issues within Cabinet and facilitating the link between the Forums and Children and Young People's services.

Jobs and Skills



Julian Horsler provided an overview of services and initiatives available to support employability, with input from: John Charlesworth – I Know I Can (IKIC), Yasmin Henstock Berneslai Homes, Tracy Davis, Jobs4Skills - Barnsley College

Workshop Groups

Workshop discussions focused on:

1. Health (facilitated by Steve Wragg)

Discussions were framed around the following questions:

- How accessible, inclusive are health services?
- How effectively are services engaging with the community?
- How do Public Health Initiatives include the skills and perspectives of BME people?

There is a general lack of knowledge of what is available for people in the UK:

- People tend to make comparisons with systems from their home country left them feeling that they weren't cared for in both primary and secondary care. For example in Poland GP's will prescribe antibiotics for anything, in this country we recognise the dangers of that and will not prescribe unless they are required. Again this leaves people feeling that their needs are not being met. More Mohawks needs to be placed on communication and education.
- People complained about not being offered interpreters and consequently not understanding what their diagnosis is and what treatment is being given.
- One person told us that they could not get a drug they know helps their condition here so was having it sent from their home country, which could obviously cause issues if they have a reaction to a drug that isn't accredited in the UK. Again this highlights a need for better education.
- One person complained about the lack of mental health services to support her condition.
- One family felt they had experienced racism, where they thought their GP had made comments to them about going back to their own country.
- HealthWatch were in the workshop and have taken some of the issues forward, however it became obvious that for BME people there needs to be a pre Healthwatch phase where they can meet a trusted intermediary and outline their issues and understand their rights, then be signposted to the correct service to find a solution.

2. Asylum Seeker Support (facilitated by Jayne Wise)

Discussions were based on:

- What opportunities are there for Barnsley Together members to support asylum Seekers?



- What support is available to asylum seekers?
- Actions:
 - o Explore potential to expand Conversation Café in Central Library
 - o City of Sanctuary info to be drafted and circulated to BT members
 - o Set out aims and objectives for City of Sanctuary
 - o Suggestion for a School of Sanctuary – potentially Barnsley College
 - o Suggestion that Barnsley Football Club could sponsor an asylum seeker player – as has happened in other areas

3. Know Your Rights (facilitated by Julian Horsler, interpretation by Roya Pourali)

Discussion developed from the introduction given previously. People struggled to understand how these rights apply to them, but with some real life examples, this was made clearer.

4. Jobs and Skills (facilitated by Janet Scholey)

This workshop offered an opportunity to find out more about jobs and skills initiatives and what criteria they have. Give your own experience of gaps and what is needed.

Contributors included: John Charlesworth – I Know I Can (IKIC) , Yasmin Henstock - Berneslai Homes, Jobs4Skills Barnsley College.

Summary of workshop - Ten members of the BME community attended this workshop four of which had very limited English however, this had been catered for and an interpreter was present.

The majority of the group were not aware of the opportunities available to them or the criteria for applying. Each presenter gave a quick resume of their provision, eligibility and application process, which the entire group benefitted from. This led to a healthy discussion and gaps identified.

The main barrier to accessing programmes were;-

- Lack of knowledge that the programmes existed in the first place
- Lack of confidence and a fear of the unknown
- Effective advertising to promote the opportunities. Suggestions to promote were;-
- Events like today
- Drop in session to be arranged to provide specific advice for individuals
- PR material to be translated into different languages (select top 4/5 languages used in Barnsley the group understood that information could not be translated into every language)



- Radio/Media advertisement – Look for free opportunities
- Information sent by 360 Engagement to be available in other languages
- Access to ESOL courses is a major barrier for individuals accessing programmes due to 6-month eligibility criteria and ESOL availability. More information required re ESOL provision
- Limited knowledge re conversational English classes /opportunities prior to ESOL to assist with language barriers
- There appears to be a more significant gap with women accessing opportunities and programmes or having difficulty completing courses (confidence, knowledge, child care)

A lengthy discussion then took place on how qualification can be converted for individuals now living in the UK to ensure British standards are met and allow qualified individuals to legitimately work or own a business. This included the implications re insurance. NVQ and the assessment process were also discussed.

Accessibility

Participants were asked to note any accessibility requirements on registration. The main accessibility needs for this Forum is provision of child care so that members can fully participate in the event, and provision of community interpreters. Childcare needs were met by commissioning two childcare professionals from Academics. Interpreters were provided for Arabic, three Farsi interpreters, Urdu and Polish speakers.

Accessibility is a priority for us, so if you have any feedback about how to make our events more accessible, please email info@360engagement.co.uk, with the subject 'Accessibility'.

Who attended and what they thought

The event was attended by 64 people, including existing Barnsley Together Members, people new to the Forum, partners and organisers.

My Barnsley Too members who attended were:

- 48% were female, 52% male
- Communities represented include: African, Caribbean, Indian, Iranian, Japanese, Lebanese, Pakistani, Polish and British

- The age ranges of attendees are illustrated in Figure 1 below¹

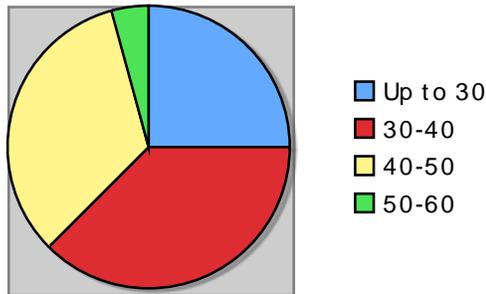


Figure 1 - Age range

Evaluation Feedback

23 people completed evaluation forms, here's what they thought:

- All thought the venue was either 'Good' (17%) or 'Very Good' (83%)
- All thought the refreshments and food was 'Good' (22%) or 'Very Good' (78%)
- In terms of whether people felt their voice was making a difference:
 - o 30% said 'No'
 - o 44% said 'Maybe'
 - o 26% said 'Yes'
- In response to how people rated the information gained at the event:
 - o 22% thought it was 'Very Good'
 - o 39% thought it was 'Good'
 - o 39% thought it was 'Poor'
- All people to whom it was applicable said the interpreter met their needs
- In terms of how people rated their engagement with services:
 - o 53% thought this was 'Very Good'
 - o 43% thought it was 'Good'
 - o 4% thought it was not applicable to them

Lessons Learnt and Next Steps

1. Generally the event was vibrant and well attended, by a diverse representation of BME communities in Barnsley

¹ Based on available data



2. The presence and input from elected members sent a powerful message of support for the work of the Equality Forums
3. Engagement with services was very good, with excellent contributions for a wide range of services.
4. In terms of areas for development, the programme attempted to cover too many themes, with a lot of information shared with members. Given the different language levels, it would be better in future events to stick to one or two themes and allow all members to attend all discussion groups.
5. The workshops raised a number of actions to be followed up. This should be further discussed at the next Delegate Working Group meeting.

Acknowledgements

This was a vibrant, well attended and well organized event.. Particular thanks go to:

- Councillors Tim Cheatham and Jenny Platts for their contributions and support of the Forums
- Barnsley Together Delegates who presented and are very active throughout the year
- Other speakers: Julian Horsler, John Charlesworth, Steve Wragg
- Other workshop facilitators: Jayne Wise (Barnsley Council), Janet Scholey (South Yorkshire Police)
- Volunteers who helped with registration and catering: Mehran Mohammad Nabi, Nooshin Afshar, Davoud Moghadarry, Maryam Kashani, Shadi Zolfaghar, Mahtab Ghodrati, Aghileh Hatami, Zofia Herbenda
- Community interpreters
- Child care provided by Academics
- The team at 360 Engagement
- Our commissioners at Barnsley Council who challenge and support us in equal measure.



Appendix 1: Forum Event Programme

Time	Programme item	Who
10.30- 11.00	Registration	Igin Safikhani, 360 Engagement
11.00- 11.05	Introduction	Steve Wragg, 360 Engagement
11.05- 11.15	Health presentation	Barnsley Together Delegates: Aghileh Hatami + Zofia Hebrenda
	Councillor Jenny Platts, Cabinet Spokesperson for Communities	
11;15 – 11:20	Know your rights (introduction)	Julian Horsler, BMBC
11.15-11.25	Asylum seeker update	Jayne Wise, BMBC Liana Katchatryan & Pegah Moulana, (Barnsley Together Delegates) (+ City of Sanctuary, tbc)
11.25- 11.35	Education update	Nino Watson + officer from Children & Young People (tbc)
	Councillor Tim Cheetham, Cabinet Spokesperson for Education	
11.35- 11.45	Jobs & Skills	Julian Horsler, with input from: John Charlesworth – I Know I Can (IKIC) , Yasmin Henstock Berneslai Homes, Tracy Davis, Jobs4Skills Barnsley College



12.00- 1.00	<p>Workshops:</p> <p>Health</p> <p>How accessible, inclusive are health services? How effectively are services engaging with the community? How do Public Health Initiatives include the skills and perspectives of BME people?</p>	<p>Steve Wragg to facilitate,</p> <p>To include: Carrienne Stones, HealthWatch, Kirsty Waknell, Barnsley CCG, + Public Health, Debbie Myers, Barnsley Hospital NHS Foundation Trust</p>
	<p>Asylum Seeker support</p> <p>What opportunities are there for Barnsley Together members to support asylum Seekers?</p> <p>What support is available to asylum seekers?</p>	<p>Jayne Wise to facilitate (with input from City of Sanctuary)</p>
	<p>Know Your Rights</p> <p>Further discussion about understanding your legal rights and how you can challenge services when you think you have been treated unfairly</p>	<p>Jules Horsler to facilitate</p>
	<p>Skills and Jobs</p> <p>An opportunity to find out more about jobs and skills initiatives and what criteria they have. Give your own experience of gaps and what is needed.</p>	<p>Janet Scholey to facilitate</p> <p>To include: John Charlesworth – I Know I Can (IKIC) , Yasmin Henstock Berneslai Homes, Tracy Davis, Jobs4Skills Barnsley College</p>