

Future Fit Engagement with Seldom Heard Groups – Mid Point Review

Introduction

Engagement with seldom heard groups and people belonging to the nine protected characteristics builds on the previous engagement work that has taken place before the consultation started. This work is evidence in the pre-consultation engagement report. The Future Fit programme is committed to understanding how people's differences, cultural expectations and social status can affect their experiences, health outcomes and quality of care. The programme understands its statutory responsibility to have due regard for equality and diversity and has used a number of mechanisms and networks to ensure that all people have an opportunity to have their say on the proposed changes to hospital services.

The Future Fit team has worked with local stakeholders and the voluntary sector to sense check the findings of the Integrated Impact Assessment and to map seldom heard groups across Shropshire, Telford and Wrekin and Powys. The work identified those key groups who we need to ensure are made aware of the consultation and who are offered an opportunity to learn more about Future Fit proposals and to give their views.

Three local voluntary organisations have also been commissioned to work with seldom heard groups in their local areas and these are:

- 1) IMPACT Alcohol and Addictions Services (Telford and Wrekin)
- 2) RCC (Rural Communities Charity – Shropshire)
- 3) PAVO (Powys Association of Voluntary Organisations)

These organisations are delivering a programme of focus groups and one-to-one meetings with specific groups in their local areas.

Seldom heard groups will also be engaged with as part of Future Fit's general programme of public events, pop-up information events and attendance at a wide variety of meetings and events organised by different groups.

In addition to engaging with people from the nine protected characteristics, we have also identified four other groups who we are keen to engage with during the consultation period. These are:

- People living in deprived areas
- People living in rural areas
- Carers
- Welsh speakers

Scope

This report maps the engagement that has taken place with seldom heard groups across Shropshire, Telford and Wrekin and Mid Wales since the start of the Future Fit consultation on 30th May 2018 until the mid point review in the middle of July 2018. This covers a period or approximately 6 weeks. It also identifies where further engagement will take place before the end of the consultation.

Engagement completed up until mid point review

	Telford and Wrekin	Shropshire	Powys – see planned consultation below
Age	<p>Children and young people</p> <ul style="list-style-type: none"> • Attendance at Telford Priory School Festival of Culture and Diversity • Attendance at PODS (Parents Opening Doors) parent carer forum meeting • Consultation information sent to sports organisations and young males (150 contacts) via Energize • Shropshire Youth Association delivering focus groups throughout July • Attend Boys Brigade meeting - 13 July <p>Older people</p> <ul style="list-style-type: none"> • Consultation materials distributed to Age UK • Met Shropshire Partners in Care (SPIC) – consultation information being distributed to 400+ nursing, residential, supported living and domiciliary care companies 	<p>Children and young people</p> <ul style="list-style-type: none"> • Consultation information sent to all schools • Consultation information sent to sports organisations and young males (150 contacts) via Energize • Article directed at 16+ sent to Shrewsbury College and was distributed to the student population • Met 16 health and care students at Shrewsbury College and given out consultation materials • Shropshire Youth Association delivering focus groups throughout July • Tern Hill Health day engaged with 15+ 18-25s • National Citizenship Service – engaged with young people <p>Older people</p>	<p>Older people</p> <p>Public events in Machynlleth, Newtown and Llanidloes</p> <p>Patient group, Newtown</p>

	<ul style="list-style-type: none"> Attendance at Sheltered Living Coffee Morning in Dawley – 27 June 	<ul style="list-style-type: none"> Consultation materials distributed to Age UK who will distribute to day centres Met Shropshire Partners in Care (SPIC) – consultation information distributed to 400+ nursing, residential, supported living and domiciliary care companies, additional article sent to care home encouraging support for residents to complete the survey Attendance at Making it Real (adult social care) board meeting (10 members); Distribution of consultation materials to 100 stakeholders Engagement at Physical Fitness MOTs, Shawbury – 11 July Pan disability forum focus group Bridgnorth carers focus group 	
Sex/gender	<p>Women (particularly women of childbearing age)</p> <ul style="list-style-type: none"> Attendance at Recharge new mums’ group - Brookside <p>Young men</p> <ul style="list-style-type: none"> Attendance at Boys Brigade meeting - 13 July 	<p>Women (particularly women of childbearing age)</p> <ul style="list-style-type: none"> Article calling for parents to respond to the consultation on the Shropshire Newsroom and sent out through the Family Information Service, and sent to Maternity Voices to be cascaded through networks <p>Young men</p> <ul style="list-style-type: none"> Tern Hill Health Day 15+ young 	

		<p>men (as above)</p> <ul style="list-style-type: none"> • Newsletter and article sent to Energize networks (as above) 	
Disability	<ul style="list-style-type: none"> • Attendance at PODS (Parents Opening Doors) parent carer forum meeting <p>People with a mental illness</p> <ul style="list-style-type: none"> • Attendance at Mental Health Forum, Woodside • Attendance at East Shropshire Mental Health Service Users Group • Mental Health & Carers event - 12 July <p>People with a sensory impairment</p> <ul style="list-style-type: none"> • Attendance at Shropshire Deaf and Hard of Hearing Forum – 13 June 	<ul style="list-style-type: none"> • Attendance at Disability Partnership Board meeting (15 members) and distribution of Materials • Attendance at Shropshire Disability Network – 14 June • Attendance at Shropshire Pan Disability Forum 19th June <p>People with a physical disability</p> <ul style="list-style-type: none"> • Pan disability forum focus group (as above) • Attendance at Access group meeting and circulation of consultation materials <p>People with a mental illness</p> <ul style="list-style-type: none"> • Attendance at Alzheimer’s Society meetings in Bicton (Shrewsbury) on 27 June and Market Drayton on 11 July. • Attendance at DEEP group meeting in Shrewsbury on 28 June (4 men with dementia) • Dementia Action Alliance meeting (12th July) <p>People with a learning disability</p> <ul style="list-style-type: none"> • Attendance at Learning Disability Partnership Board 	<p>People with a mental illness</p> <p>Engagement at Llanfyllin library including presentation to 15 people at dementia tea party – 13 July</p>

		<p>meeting 12 June (15 members); distribution of consultation materials</p> <ul style="list-style-type: none"> • Connected with Autism network (see planned activity below) • Attended Making it Real Board June 	
Gender reassignment/gender identity	Not identified as disproportionately impacted on compared to the general population.	Not identified as disproportionately impacted on compared to the general population. However LGBTQ youth groups and adult groups including FRESH and SAND have been asked to get involved – both organisations have declined.	Not identified as disproportionately impacted on compared to the general population.
Race	<ul style="list-style-type: none"> • Attendance at Telford Priory School Festival of Culture and Diversity <p>African and Afro Caribbean</p> <ul style="list-style-type: none"> • Pop-up information stand at African and afro Caribbean Resource centre • Information stand at Telford African and Afro Caribbean Resource Centre Family Fun Day – 14 July 	<p>Gypsies and travellers</p> <p>Visits organised for week commencing 16 July</p> <p>Research has taken place to identify different groups belonging to this protected characteristic and they are being contacted to arrange meetings in the second half of the consultation.</p>	
Religion or belief	<ul style="list-style-type: none"> • Attendance at Telford Priory School Festival of Culture and Diversity 	Research has taken place to identify different groups belonging to this protected characteristic and they are being contacted to arrange meetings in	

	<p>Sikh Attendance at Gudwara Telford 1 July</p> <p>Christian Information circulated to Telford Christian Forum</p>	the second half of the consultation.	
Sexual orientation	Research has taken place to identify different groups belonging to this protected characteristic and they are being contacted to arrange meetings in the second half of the consultation.	Research has taken place to identify different groups belonging to this protected characteristic and they are being contacted to arrange meetings in the second half of the consultation.	
Pregnancy/maternity	Contacted Maternity Voices Partnership	Attendance at Maternity Voices meeting 26 June	
Marriage and civil partnership	Covered by general engagement – public meetings, pop-up information stands, consultation materials displayed in all GP practices	Covered by general engagement – public meetings, pop-up information stands, consultation materials displayed in all GP practices	Covered by general engagement – public meetings, pop-up information stands
Deprivation	<p>Information stands in Malinslee, Woodside, Dawley, Wellington, Brookside, Donnington</p> <p>Attendance at Patients first meeting in Dawley – 7 June</p> <p>Information stand at Oakengates Carnival – 24 June</p> <p>Attendance at Sheltered Living Coffee Morning in Dawley – 27 June</p>	<p>Information stand and public meeting in Shrewsbury</p> <p>Attendance at NHS70 family day at Royal Shrewsbury Hospital – 7 July</p> <p>Attendance at Local Joint Committee meetings e.g. in Whitchurch and Gobowen</p> <p>Public meetings e.g. Ludlow</p>	

	<p>Attendance at Donnington PPG meeting – 2 July</p> <p>Attendance at Woodside medical practice PPG meeting – 12 July</p> <p>Consultation materials distributed to all GP practices including those in deprived areas</p> <p>Wellington Leisure Centre – 10 July</p> <p>NA - Peoples Centre 16 July</p>	<p>Consultation materials distributed to all GP practices including those in deprived areas</p> <p>Research into food banks and possibility of future engagement work</p>	
Rurality	<p>Ongoing social media campaign</p> <p>Attendance at Shropshire Association of Local Councils (SALC) meeting – 4 June</p> <p>Attendance at Parish Council meetings in rural areas e.g. Roddington and Kynnersley</p> <p>Consultation materials distributed to all GP practices including those in rural areas</p>	<p>Ongoing social media campaign</p> <p>Attendance at Shropshire Association of Local Councils (SALC) meeting – 4 June</p> <p>Attendance at Local Joint Committee meetings in local areas e.g. Whitchurch, Cleobury Mortimer (Kinlet), Gobowen and Bishops Castle</p> <p>Information stands in rural areas in Broseley, Pontesbury, Church Stretton, Craven Arms and Ludlow</p> <p>Attendance at Oswestry Community Connectors – 20 June</p> <p>Consultation information distributed to</p>	<p>Ongoing social media campaign</p> <p>Distribution of consultation materials at events and meetings: Machynlleth market – 6th June</p> <p>Information stands in Machynlleth and Lanidloes – 13 June and Newtown – 23 June and Welshpool and Llanfair – 19 July</p> <p>Machynlleth Expo – 18th June</p> <p>Patient forum Llanidloes – 4th July</p> <p>Machynlleth patient group – 17th July</p> <p>Engagement at Llanfyllin library including presentation to 15 people at dementia tea party – 13 July</p>

		Waterways Network (for narrowboat community) and Young Farmers – 9 July Consultation materials distributed to all GP practices including those in rural areas	
Carers	Attendance at Carers' Partnership Board meeting – 17 July Attendance at PODS (Parents Opening Doors) parent carer forum meeting	Connected with Parent and Carer Council – will promote the public events as a place to connect with paediatricians to discuss changes Carers Group attended in Bridgnorth – 21 June Care and Share meeting attended in Market Drayton – 17 July Dementia Singing for the Brain Groups (as above)	
Welsh speakers	Not applicable	Not applicable	Distribution of consultation materials at events and meetings: Machynlleth market – 6 th June Information stands in Machynlleth and Lanidloes – 13 June and Newtown – 23 June and Welshpool and Llanfair – 19 July Machynlleth Expo – 18 th June Patient forum Llanidloes – 4 th July Machynlleth patient group – 17 th July Engagement at Llanfyllin library including presentation to 15 people

			at dementia tea party – 13 July
Additional Groups	<p>Drugs and Alcohol Dry Drinkers Group - The People's Centre 11 July</p> <p>Armed Forces Armed Forces Day 2018 – Shrewsbury Sports Village (invited Donnington)</p> <p>Email sent to Donnington and with article for distribution to their staff and opportunity to order more consultation material offered</p>	<p>Armed Forces Armed Forces Day 2018 – Shrewsbury (invited – Shawbury, Donnington, Cosford, Tern Hill, Welsh Vets)</p> <p>Additional consultation material sent to Shawbury</p> <ul style="list-style-type: none"> - British Legion to help clients complete survey (50 surveys provided) <p>Attendance at Tern Hill Health Day 12th July</p>	<p>Armed Forces Armed Forces Day 2018 – Shrewsbury (invited – Shawbury, Donnington, Cosford, Tern Hill, Welsh Vets)</p>

Engagement planned from mid point review to end of consultation

	Telford and Wrekin	Shropshire	Powys
Age	<p>Older people Attendance at Senior Citizens' Forum meeting - 26 July</p> <p>Attendance at Wrekin Housing Trust Retirement Living – 26 July</p> <p>Attendance at Ketley Good Companions meeting - 22 August</p>	<p>Children and young people Meeting with students with additional needs at Shrewsbury college – 3/4 September</p> <p>Shropshire NCS – further engagement with young people planned</p> <p>Whitchurch Young Parents Group</p> <p>Possible focus group at Oak Farm day services – young adults with a learning</p>	<p>Children and young people Re-kindle/ small steps – Newtown</p> <p>Older people Day centre Llanidloes</p>

		<p>disability</p> <p>Older people Shawbury, physical fitness MOT Rural</p> <p>All Shropshire Senior Citizens Forums being contacted to offer engagement work. Market Drayton already confirmed.</p>	
Sex/gender		<p>Women (particularly women of childbearing age)</p> <p>Sure Start focus groups in Shropshire, particularly Whitchurch young parents group</p>	
Disability	<p>People with a mental illness Attendance at Wellington Alzheimer’s peer support group – 31 July</p> <p>Attendance at Newport Alzheimer’s peer support group – 7 August</p> <p>People with a learning disability Day Centres for adults with learning difficulties</p> <p>People with a sensory impairment Attendance at Telford Visually Impaired Support group - 2 August</p>	<p>Possible focus group with adults with autism – the Autism Hub, Shrewsbury</p> <p>People with a physical disability Musketeers & Maidens Disability</p> <p>People with a mental illness Care and Share (Albrighton)</p> <p>Focus groups with service users and staff with Mind, Shropshire</p> <p>People with a learning disability Possible focus group at Oak Farm day services – young adults with a learning disability</p>	<p>People with a physical disability Day centre Newtown</p> <p>People with a mental illness Ponthafren – Newtown</p> <p>People with a sensory impairment Day centre Newtown</p>

		<p>Attendance at Taking Part meeting – 25 July</p> <p>People with a sensory impairment Attendance at hard of hearing groups e.g. in Ludlow and South Shropshire, Whitchurch and Shrewsbury</p> <p>Attendance at Oswestry Sight Loss Group</p> <p>Attendance at Whitchurch Hard of Hearing group</p> <p>Tinnitus group</p>	
Gender reassignment/gender identity	<p>Not identified as disproportionately impacted on compared to the general population.</p> <p>Possible 1:1 engagement.</p>	<p>Not identified as disproportionately impacted on compared to the general population.</p> <p>1:1 engagement with transgender lady via Mind, Shropshire</p>	<p>Not identified as disproportionately impacted on compared to the general population.</p> <p>Welshpool Day Centre – gender reassignment</p>
Race	<p>Multi Cultural Event - Hadley Learning Centre 4pm 19 July</p> <p>African Church Group - Brookside Community Centre 5 August (or 12th)</p> <p>Polish Polish Saturday School - 28 July</p> <p>Indian Sikh Ladies Group - Hadley Sikh Centre -</p>	<p>Polish Polish Group – focus group</p> <p>Gypsies and travellers Visits organised for week commencing 16th July and 20 August</p> <p>Syrian refugee community Focus groups planned.</p> <p>Irish</p>	

	<p>19 July</p> <p>Gypsies and travellers Working with T&W traveller liaison officer to find dates</p>	<p>Focus groups with families, young wives and mums of Royal Irish Regiment planned</p>	
Religion or belief	<p>Sikh Sikh Ladies Group - Hadley Sikh Centre 11am 19 July</p> <p>Christian African Church Group - Brookside Community Centre 5 August (or 12th)</p>	<p>Muslim Craven Arms Mosque Muslim centre/community - Distribution of materials</p> <p>Greek orthodox Possible focus group and distribution of materials</p> <p>Christian Evangelical Baptist Church (including food bank) Trinities Church Group Elim Church (includes a meal service for deprived communities)</p> <p>Multi-faith group Shropshire</p>	<p>Rev'd Nia Wynn Jones - TBC</p>
Sexual orientation	<p>Possible 1:1 engagement</p>	<p>Possible 1:1 engagement</p>	<p>Becky Evans - TBC</p>
Pregnancy/maternity	<p>Attending maternity clinics and giving out consultation material at Princess Royal Hospital Telford on 19th, 23rd and 26th July</p>	<p>Attending maternity clinics and giving out consultation material at Royal Shrewsbury Hospital on 18th, 23rd and 24th July</p> <p>Additional rural clinics being investigated</p>	

		Sure Start focus groups in Shropshire, particularly Whitchurch young parents group	
Marriage and civil partnership	Covered by general engagement – public meetings, pop-up information stands, consultation materials displayed in all GP practices	Covered by general engagement – public meetings, pop-up information stands, consultation materials displayed in all GP practices	Covered by general engagement – public meetings, pop-up information stands
Deprivation	<p>Homeless people Homeless people (Maninplace)</p> <p>Attendance at Wrekin Housing Trust – 26 July</p> <p>Attendance at carers group meeting in Hadley – 9 August</p> <p>Information stands in Sutton Hill, Hadley, Oakengates and Woodside</p> <p>Attendance at Citizens Advice Bureau, Wellington – 9 August</p> <p>Thrive meeting at Hadley Community Centre – 14 August</p> <p>Impact: Sutton Hill Community Centre</p> <p>Brookside Community Centre</p> <p>Woodside Community Centre</p>	<p>Homeless people Focus group planned with CHALK in Oswestry</p> <p>Possible drop in sessions at The Ark, Shrewsbury</p> <p>Information stands in Market Drayton and Gobowen</p> <p>Attendance at Local Joint Committee meetings e.g. Market Drayton</p> <p>Public meetings e.g. in Market Drayton</p> <p>Consultation materials distributed via Citizens Advice Bureau – end July</p> <p>1:1 conversations planned with people at Food Banks</p> <p>Evangelical Baptist Church (including food bank)</p> <p>Elim Church (includes a meal service for deprived communities)</p>	Homeless people

<p>Rurality</p>	<p>Attendance at Parish Council meetings in rural areas</p> <p>Focus group planned with Rural Support Network including farmers, working age, young men, older people etc.</p>	<p>Attendance at Local Joint Committee meetings in rural areas e.g. Oswestry, Wem, Market Drayton, Broseley, Much Wenlock and rural Shrewsbury (Longden, Ford, Rea Valley, Loton, Tern, Severn Valley)</p> <p>Information stands in rural areas including Bridgnorth, Oswestry, Whitchurch, Market Drayton, Much Wenlock and Wem</p> <p>Focus group planned with Rural Support Network including farmers, working age, young men, older people etc</p> <p>Focus group planned with Rural Support Network including farmers, working age, young men, older people etc.</p>	
<p>Carers</p>	<p>Attendance at carers group meeting in Hadley – 9 August</p> <p>Attendance at Ketley Good Companions meeting 22 August</p>	<p>Attendance at Bridgnorth Carers group meeting</p> <p>Care and Share (Albrighton)</p> <p>Attending Oswestry Carers group meeting</p> <p>Attending mental health carers group meeting at Mind, Shropshire</p> <p>Contacting Carers Trust who manage emergency carers respite scheme with a</p>	<p>Befrienders – lunch group 29.8.18</p>

		view to circulate consultation materials to over 900 people	
Welsh speakers	Not applicable	Not applicable	Cann Office Hotel, Llangadfan 1.8.18
Additional Groups	Alcohol and Drugs Substance misuse Peer support Group (TACT) Stroke survivors and carers Possible focus groups	Stroke survivors and carers Possible focus groups	

Conclusion

From monitoring initial equalities data as part of the consultation questionnaire, we have the following results:

- More women than men have responded (61%)
- The majority of respondents are over the age of 26 (92%)
- The majority of respondents are White British (84%)
- The majority of people state Christianity as their religion (47%), with 33% stating they have no religion
- The majority of respondents (84%) class themselves as heterosexual
- 15% of respondents class themselves as having a disability
- 16% of respondents class themselves as a carer

Our programme of attendance at meetings and events is updated on a very regular basis. In the table above are the meetings that we have organised so far but many other meetings are in the process of being organised.

In view of the large number of seldom heard groups to cover before the end of the consultation, we are looking to recruit additional resource.

We plan to focus on key groups who are likely to be most impacted on by the Future Fit proposals, for example, pregnant women/women of child-bearing age, parents and children and young people in addition to any of the gaps highlighted above.