



Annual Report
2020/21

Welcome!

ANNEX A

Message from our Chair	3
Thank you!	4
Our people – staff update	5
Our people – volunteers	6
Healthwatch York by numbers	8
How we've made a difference - Highlights of our year	9
Health and care that works for you – Putting people at the heart of our health and care system	10
How we've made a difference – Our Covid-19 response	12
How we've made a difference – Covid stories	13
Reaching out – information and advice	14
Reaching out – starting our work around health, care, race and ethnicity	16
Our finances	18
Our plans for next year	19
Contact us	20

Message from our Chair

“ WELL, WHAT A 12 MONTHS IT'S BEEN! Having recently retired from 40 years working in various roles in Health and Social Care I wanted to use my skills and experience in a voluntary capacity. On March 12th 2020 I attended my induction to join Healthwatch York. On March 23rd the Prime Minister announced that we were all to stay at home! Like many other brilliant volunteers I helped out by making welfare calls to people who were shielding or who could benefit from regular check-ins. I talked with people in really difficult situations. Hopefully I was able to offer calm reassurance and connect them to help where needed; in turn I was supported by staff at Healthwatch York and York CVS, with information, advice and that same listening ear. Personally, I found I got as much from these calls as the people I was calling. The effects of loneliness and social isolation cannot be underestimated and I hope that one outcome from the impact of Covid is that communities continue to pull together to support each other.

When the role of Healthwatch Chair was advertised I applied and was delighted to be offered the position. I took over the Chair role in December 2020. I have since attended various meetings and forums and met lots of new people, sadly mainly by Zoom. I'd much rather be getting to know people face to face, but at least I have this other option. But it does feel like our whole world moved online almost overnight. Our role is to find out what matters to people living in York who use Health and Social Care services and make sure their voices are heard. As we continue to learn to live with Covid-19, digital literacy and access to the internet, or the lack of it, is something which we all need to be mindful of. Not just when thinking about what people need right

now, but also when thinking about how Health and Social Care is planned and delivered in the future if we are to be increasing equality of access. Choice is vital in making sure everyone has the same chance to be heard and seen.

The independence of Healthwatch is key to its role but so too is its ability to support effective partnership working, both York's people and the local Health, Social Care and Voluntary organisations. This Annual report is our chance to highlight some of the ways we've tried to do this over the last 12 months. I hope you enjoy hearing more about what we've been doing.

“ Throughout the year the Be Kind movement has been a reminder to us all to treat each other with respect.

In my six months as Chair I have heard people's stories where they felt that the Health and Social Care system fell short in its duties and responsibilities. I have also heard stories where those same organisations and professionals have gone beyond what any of us could expect. Throughout the year the Be Kind movement has been a reminder to us all to treat each other with respect. Whether we are a person using services, a carer of a loved one, or a professional working in Health and Social Care we all have our own story. As part of the Healthwatch York team, we look forward to hearing those stories and to speaking up on your behalf.



Janet Wright
Chair

Thank you!



To **our colleagues at York CVS** for the usual stuff like keeping our office clean, making sure we get paid and we pay our bills. And for the less usual stuff - working with us to make sure people in York got the help they needed when things got really tough.



To **John Clark**, our former Chair, for all his help and support for our first 8 years together!



Neil Bond, our brilliant designer, for being there with us and making our publications sing.



To **City of York Council** - for our contract, and also not worrying too much about what it said when there were clearly better things for us all to be doing. We've appreciated you letting us do the right things, whatever we're usually meant to be up to.



And last, but not least: To everyone who's been doing extraordinary things over this past year, whatever that has meant for you.



To **NHS Vale of York CCG** for including us in their Urgent Care Work and valuing what we can bring to it.

Whether you've returned to the medical profession from retirement, added "part-time teacher" to your parenting CV, taken on a new volunteering role, waved at small children excited by the vehicle you are driving, or been kind to people you meet when out and about - you're all amazing, even when it really doesn't feel like it.



To **Lankelly Chase** - for continuing to believe in and invest in opportunities through the MCN network for all of us in York to rethink how we make sure everyone can have good health and care.



To **our volunteers** - some of you have continued with the work we do together, some have taken on new challenges, and some of you have patiently waited for when we can start doing the things you used to love doing for us again.

We can't do what we do without you, and we're looking forward to tackling what we can all do together again over the coming months.



To You all we say
a massive...



Our people – staff update



Healthwatch York is run by a staff team of five people. We're a small team, all part-time, so about the same as just over 3 people working full time. We work hard to get a lot done and are proud of our ability to punch above our weight.

This year, we know things have been very different for everyone. They've been very different for us too. All face-to-face activities were stopped in March 2020. We're looking forward to coming out to see you all again very soon.

Like lots of other small groups, we've had to make decisions about how we use our time, energy and people to help support those struggling most during

the pandemic. We at Healthwatch York realised very quickly that we could help most by working closely with our colleagues in York CVS. There's much more information about our work during the pandemic later in this report.

Alongside these extraordinary activities, we continue the day-to-day business of:

- Taking phone calls and responding to emails
- Conducting research and writing reports
- Sharing information about what's going on in health and care in York
- Working with partners including City of York Council, NHS Vale of York Clinical Commissioning Group, as well as lots of local charities and community groups

Despite the challenges of this year, we continue to gather people's stories and experiences, and use them to make change happen in York. We listen. We represent. We influence. Whatever is happening locally, we want to make sure you remain at the heart of it.

Goodbye Abbie

In January this year, our brilliant Engagement Officer, Abbie Myers, successfully applied to become an NHS Link Worker.

We're thrilled for her, and know she will be as much of a superstar for them as she has been for us. Having originally joined us as an Apprentice, we're so proud of everything she's achieved and to have been a small part in her journey.



Our people – volunteers

Welfare Call volunteers

In the early days of the pandemic, we wanted to play a role in making sure people who might be isolated stayed connected.

We worked with local GPs to identify people who could benefit from a welfare call – basically a check-in where we just made sure everything was ok. We started receiving referrals from GPs and making welfare calls to isolated people on 4th April 2020 during the ‘first wave’ of the pandemic. The service grew from one volunteer and one referral to 223 people to ring every week and a team of 7 volunteers. We also received help from York Cares who responded very quickly to our call for extra help. We referred any requests to the York CVS Ways to Wellbeing project including help with food and prescriptions, ongoing medical conditions, and urgent healthcare needs and even sorted out library books!

We asked some of the recipients for feedback:

“I knew that if I had a problem they would be able to help.”

“It was a bad time of the pandemic, it was very good to chat.”

We also asked the welfare volunteers:

“We were both delighted to have something to do that was helpful and gave us a purpose during lockdown.”

“Really positive response if we raised concerns or issues. Fantastic and very quick reaction to get things sorted out for the people who needed more help.”

The volunteers really demonstrated their deep care and commitment to helping vulnerable people across the city and made a real difference.



One of the GPs that referred their patients to us said:

“It is difficult to overstate how transformative it has already been to thread the voluntary sector into the fabric of NHS primary care in York. In many ways patients, GPs, GP practices and Voluntary organisations have in the past felt like islands surrounded by choppy waters...now we finally see and embrace the voluntary sector and feel like we are in one continent focused on patients.”

Dr Daniel Kimberling, GP Partner, Haxby Group Practice Clinical Director

Our people – volunteers

**Roger Newton, Healthwatch York
Research Officer:**

“ In the nine weeks between 6th April and 8th June we went from 0 to 7 volunteers and 0 to 223 welfare call recipients. We made 876 calls!

A quick look through my ‘urgent’ folder tells us some more of the story. Working together with the ‘Ways to Wellbeing’ Superheroes we got urgent medical care to people, called in paramedics, got food to people, sorted out stockings, hearing aid batteries, inhalers, and ‘whodunnit’ books.

We helped people in poverty, contacted seemingly uncontactable people, and deciphered impenetrable medical language. We arranged transport, supported carers, gave advice and support on shielding, and calmed the nerves of over 200 people including our own.

Most of all we proved that someone, somewhere actually does care. So to our amazing welfare call volunteers all I can say is “Thank you so much for your time and skill, and for sticking with it when times were tough. I take my hat off to you all. 🎩”

**Lisa Egginton, Operations Manager at
York CVS:**

“ The welfare calls were a vital part of our response to Covid-19 and lockdown. This would not have been possible without the help of our dedicated volunteers. We cannot thank them enough for their time and commitment.”

Readability volunteers

Readability Group

The work of the readability volunteers continued throughout the pandemic. This work is part of our commitment to providing accessible information about health and social care. Volunteers read leaflets and documents and comment on language, layout and whether the document is easy to understand. In the last year the team commented on 8 documents from York Teaching Hospital and City of York Council.

We have received very positive feedback about the value of this work.

“ This is fantastic, please pass on my grateful thanks to all the volunteers who took the time to go through this and offer such helpful feedback.”

**Steve Reed
York & Scarborough Teaching Hospital
NHS Foundation Trust**

**Many thanks to our readability
volunteers.**



Healthwatch York by numbers



In the first lockdown from March to June, alongside York CVS colleagues we:

Were part of the team supporting **1759** people

Supported **7** volunteers

Made **876** welfare calls to **223** people

Feedback via website

112

Twitter impressions

65,700

Twitter followers

2,592

Instagram posts

53

Instagram followers

348



443

People and organisations on our mailing list, by email and by post

Surveys launched

9

Survey responses

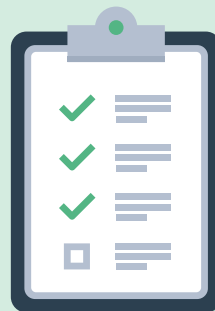
296

People who shared their views (issues, survey responses):

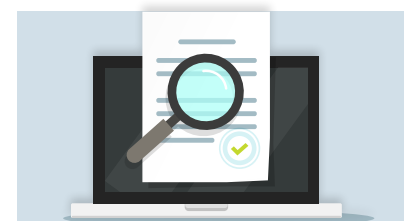
Issues: 496

Survey responses: 296

Total: 792



96 people signposted to help / support (logged from Sep to Mar)



Number of reports HWY published

6

Documents reviewed by readability

9

How we've made a difference – highlights of our year

- Published our report about the experiences of people from ethnic minority backgrounds in accessing health and social care.
- Published our report on the work of York CVS during the first lockdown, highlighting the different challenges people were experiencing.
- Worked alongside Tim Madgwick, Independent Chair of the Mental Health Partnership in York, carer Ros Savege, and colleagues at City of York Council including Kate Helme, Chris Weeks and Tracy Wallis, to start up an emerging co-production network to support the transformation of our city's approach to mental health.
- Encouraged local York residents to share their Covid-19 experiences via an item in a City of York Council (CYC) leaflet that went to every household.
- Undertook an “Urgent Care Rapid Appraisal” for NHS Vale of York Clinical Commissioning Group, to make sure what they heard included the experiences of seldom-heard groups.
- Highlighted the problems some vulnerable people experienced from their employers during the early days of the pandemic.
↳ www.hwy.link/YorkPressArticle (quick link)
- Provided information for students needing support to self-isolate on return to campus.
- Launched our 4th edition of the guide to mental health and wellbeing.
↳ www.hwy.link/MHguide (quick link)
- Provided opportunities for people to share their views on how peer support and peer carer support should be developed to support people being discharged from Foss Park Hospital.
- Worked with colleagues at Explore York to provide opportunities for local people to get support with completing their Census Forms and raise awareness of this across York.
- Helped to [#LightUpLockdown](#) with colleagues from York CVS
- Published our Annual Report 2019/20.
- Recruited a new Chair of our Steering Group, Janet Wright, as well as 3 new Steering Group members, Richard Frith, Fiona Hicks and Jenny McNeill.
- Worked with the Making Every Adult Matter team at Changing Lives to hear the views of people supported by their service.
- Supported a team of Welfare Call Volunteers to keep in contact with people who were feeling isolated during the pandemic
- Shared a free / low cost food map for people in York struggling to feed themselves or their families during the pandemic.

Health and care that works for you – *Putting people at the heart of our health and care system*

“If we want the system to work for people, we need to hear and understand the experiences of those who get put through the system.” Siân

We believe the only way to make sure our services work for those who use them is if these same people help design and shape them. That’s why we champion co-production as the best way of doing this.

What is co-production?

Co-production means that everyone, from people who use services, their family members and carers, frontline staff, managers and those who buy services for York, come together as equals to look at what works, what doesn’t, and explore how we can make things better for everyone.

Developing a Mental Health Co-production Network for York

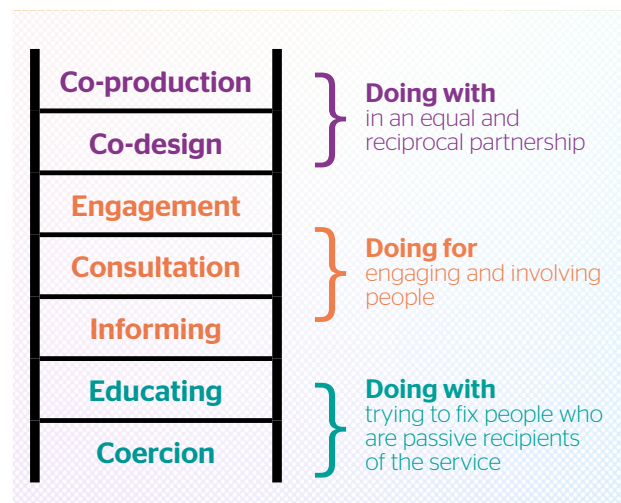
York’s Health and Wellbeing Board have highlighted improving mental health as their greatest priority. York’s Mental Health Partnership (MHP) is a subgroup of the Health and Wellbeing Board, tasked with overseeing the delivery of our mental health priorities. The MHP has identified that *“in order to make our vision for the city a reality, we need to make co-production a reality.”* The network will help us fundamentally transform how we see the relationship between commissioners, providers (both statutory and voluntary), people who use services, carers and the wider community.

Tim Madgwick, Independent Chair of York’s MHP:

“Healthwatch York were part of that prompting, saying: we don’t need a pandemic to start thinking about how to work differently.”

To function properly, this network needs representation from across all these groups. It is vital that engagement becomes an ongoing relationship so people feel valued, listened to, and that their input and involvement has had a positive impact.

Healthwatch York was involved in early plans for the network, helping develop a list of key contacts who were invited to join. We co-Chair the network meetings alongside Ros Savege, a carer for her daughter who has experience of mental ill-health.



Tim Madgwick:

“Healthwatch York are always key because they are genuinely in touch with the community and various groups for people who access services.”

The network is still in its early days. We have developed our mission, values and ways of working, we’ve started to develop plans around training to help us create a shared platform to work together. We’ve also identified areas of work we can, and want to, get involved in.

You can read more about the vision, mission and purpose of the network here:

 www.hwy.link/MHCN (quick link)

We want the network to grow. Anyone with experience of mental ill health is welcome to join us.

@ healthwatch@yorkcvs.org.uk to find out more.

Our role as part of York Multiple Complex Needs (MCN) Network

We have been an active member of the York Multiple Complex Needs (MCN) Network since it began. We have supported a number of initiatives this year, including:

Understanding experiences and barriers

We worked with staff at Changing Lives who support people using the Making Every Adult Matter (MEAM) approach. Alongside people with lived experience, we developed a survey to gain a better understanding of the experiences and barriers facing people with multiple complex needs. We published a report based on this feedback. This has been used by local commissioners, to shape their plans. You can read about our plans for further work with MCN on [page 19](#).

 www.hwy.link/MEAM (quick link)

Kelly Cunningham, Enabling Team at York MCN:

“**The pandemic has shone a light on the health inequalities within the city and Healthwatch York has been really present within those conversations.**”

Shared office space pilot

We hosted a survey for frontline workers across different organisations to explore the option of sharing an office space to improve partnership working. This has led to a pilot with representatives from North Yorkshire Police, City of York Council, Changing Lives, and Social Prescribers among those coming together to share an office space at York CVS.

Creative Action Working Group

We co-Chair the Creative Action Working Group which is busy developing projects such as an Arts Bank, similar to a food bank, to ensure everyone has the means to join in with our creative activities.

What is York MCN?

York MCN involves lots of projects, organisations and people working together to create change and improve the lives of those experiencing severe and multiple disadvantage in and around the city.

People facing disadvantage in this way have been pushed to the margins of society. They may come up against several complex and interlinked problems at the same time, such as mental ill health, homelessness, drug and alcohol misuse and offending.

The York Multiple Complex Needs (York MCN) Network brings people with lived experience, frontline workers and strategic leads together. It provides a space to share experiences, forge stronger links and build trusting relationships that lead to more collaborative actions.



How we've made a difference - Our Covid-19 Response

In October 2020 we published a report, looking at the work of York CVS during the first lockdown, from March to June.

It is important to state that we, the Healthwatch York team, were just a small part of the team doing work together to support people in the pandemic. However, we believe working together in this way made the most of everyone's skills, knowledge and experience to provide the best support we could to our local community.



Alison Semmence Chief Executive, York CVS:

“The speed at which lockdown happened meant we had to respond extremely

quickly to ensure people who needed support were not let down. Faced with a whole range of challenges the team were not phased - they went the extra mile to ensure people got what they needed. It hasn't been easy but they have done a fantastic job!”

Local GP practices added an option to their phone menus, for people in need of nonmedical support. On selecting this phone option, callers were put through

to York CVS staff (mainly the Social Prescribing team but Healthwatch York staff also supported this) to answer calls. We could then provide social, emotional and wellbeing support, and organise practical help.

In addition, GP practices provided us with lists of vulnerable people of potential concern, for us to ring and offer support including a weekly welfare call. These lists included people with dementia (or who were in the process of receiving a dementia diagnosis) and they were supported by the York Dementia Action Alliance (YDAA).

Staff and volunteers made weekly welfare calls to vulnerable people, to make sure they had food, medicines and any other essential help. There's more about these on [page 6](#).

Our report aimed to bring some of this work to life - to highlight some of the issues people experienced, and show how these had been addressed.

We also wanted to celebrate the roles of other organisations in helping resolve people's problems. All names were changed, to protect people's privacy.

1,759

people were supported through the GP Hot Line

Out of the people supported:

92% needed social support

8% needed a GP/Nurse appointment

1,005

people were referred for social support

393 people continue to receive support from the Link worker team or welfare calls

876 needed a GP/Nurse appointment



How we've made a difference - Covid stories



Margaret is an older woman living alone. She registered with the Government scheme for food parcels and was hoping to get a priority slot for their online shop, but heard nothing back. She was already tearful and feeling anxious about Covid-19.

We provided the number for Morrison's doorstep delivery in the interim while sorting them a food parcel. We then called back the following week for a chat and to make sure Margaret was doing ok.

Betty phoned us seeking financial help. She explained that she was retired and on a half pension, and had no food. Betty depended on her local weekly PAYF café and was struggling without it.

We helped Betty speak to Citizens Advice York, who secured her more financial support. We signed Betty up for regular food parcels, and gave her information about Morrison's Doorstop Delivery service, who could help her with any other necessities. We rang Betty weekly and she was very thankful for this support.



Peter had learning difficulties, was confused by the lockdown and needed transport for an urgent GP appointment.

We worked with the surgery to change the time of the appointment so that Dial-a-Ride could do the pick-up and safely get Peter to and from his appointment. Peter was really happy with this service and felt reassured.



Jacob's prescription was ready to be collected from his nominated pharmacy, but he was shielding.

Jacob rang us as he was worried about how he would be able to collect it. We sent a referral to Move the Masses (MTM) and arranged for a volunteer to deliver the medication. Jacob was really happy with the help from both York CVS and the volunteers from MTM.



Reaching Out – information and advice

We believe that good information empowers people. It helps people find the right help and support.

In our work, we frequently come across situations where the lack of good information has meant small problems become much bigger. So we try to make sure we provide useful, factual and readable information at all times.

Tim Madgwick:

“That’s probably one of the really strong arms of HY is that it is trusted information. It’s not opinionated, it’s factual.”

During the pandemic, Abbie, our Engagement Officer, identified that local students were struggling to find help when returning to York and needing to self-isolate. We also heard from staff members at the University who didn’t know where to signpost them to. She quickly put together an A4 document to give them this vital information.

We also shared it with City of York Council, to share with their teams, local councillors and other partners in the city. They let us know straight away how useful it was

“Many thanks for this, super helpful. We will circulate it with our next partner update.” – Claire Foale, City of York Council

As we began to expect a further lockdown was coming, she created another information document covering places offering food support in November 2020. This was also widely shared.

Feedback from a Local Area Coordinator at City of York Council:

“This is so helpful Abbie!! I have literally just forwarded it to a resident that contacted me regarding food provision this morning. Thank you so much.”

Where to go for help when self isolating – fact file for students at University of York

This information is forever changing. In a fast pace situation, this document is up to date as of 11/10/20

UoY have a form that [students have to fill out when self-isolating](#)

Some guidance also here: www.coronavirus.york.ac.uk/for-students/self-isolation-guidance.

Isolating and can't go to shops?

-The UoY have set up a new partnership with Morrisons, providing a 24 hour delivery hotline service to students who are self-isolating. The call line is available now on 0345 611 6111 and students should select option 5. The cost of delivery has also been reduced for students from £5 to £2

-UoY have catered meal packages available to be delivered to campus accommodation. Email admn564@york.ac.uk as soon as you begin self-isolating so the Catering team can share more information with you

-If you are living off-campus/struggling financially, and would like help to arrange a food parcel, contact the Covid-19 non medical support line: 01904 437911

Isolating and need a prescription?

-For students living on-campus. Whitworths & Day Lewis Pharmacies will deliver the prescriptions to the campus Uni information Centre. The uni will then deliver to the student. Contact the UoY info centre here—01904 322222.

-If you live off-campus, contact the Covid-19 non medical support line: 01904 437911. They can arrange a volunteer to collect your prescription and safely deliver it to you.

Struggling mentally? Feeling lonely?

-Samaritans have a free 24/7 phone line. If you, or someone you know, is in crisis and needs a chat, ring 116 123

-The Student Hub are offering phone support Mon-Fri, 9am-5pm on 01904 324140 or by email on student-hub@york.ac.uk

-Open Door is a team of Mental Health Practitioners at the UoY providing support to students. Email opendoor@york.ac.uk or telephone 01904 322140

- Togetherall is a 24/7 online Mental Health service that is free to all UoY students

-York Mental Health Crisis Line is a Free 24/7 phone line—0800 0516 171

-If you are struggling with your wellbeing and your mental health, then you can also contact the Covid-19 non medical support line: 01904 437911

York Mental Health and Wellbeing Guide - Issue 4

Healthwatch York has published the 4th edition of the guide to mental health and wellbeing in York.

The free guide is available to anyone in York who wants to know more about the help available for people experiencing mental ill health. It is available online via their website. Printed copies have also been made available, due to the backing of the three statutory partners of the York Safeguarding Adults Board, City of York Council, NHS Vale of York Clinical Commissioning Group and North Yorkshire Police. The guide will also be shared with all organisations working in York supporting people experiencing mental ill health.

The guide, which was first published in 2015, has received local and national praise from people living with mental health issues and organisations providing mental health support.

The guide provides information and advice to help people:

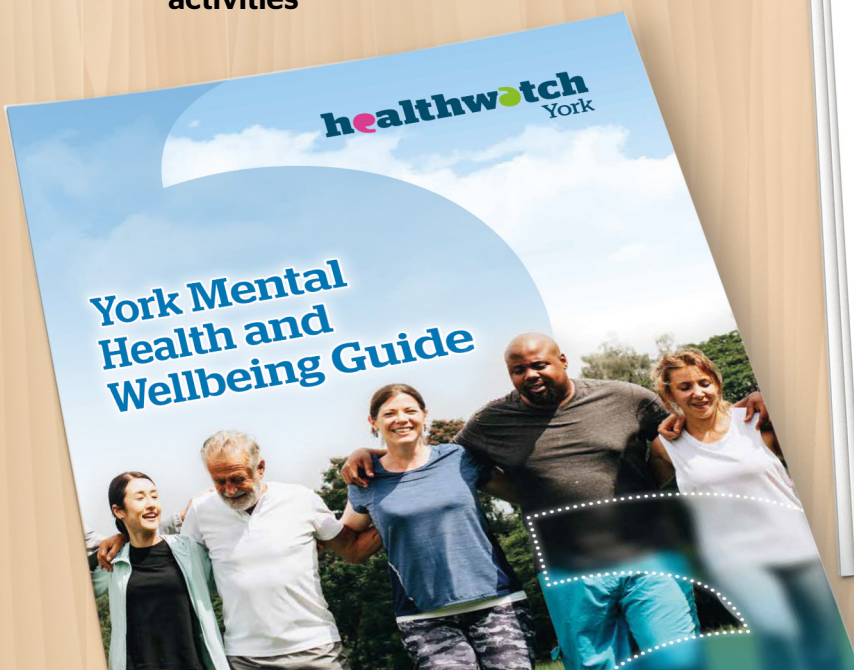
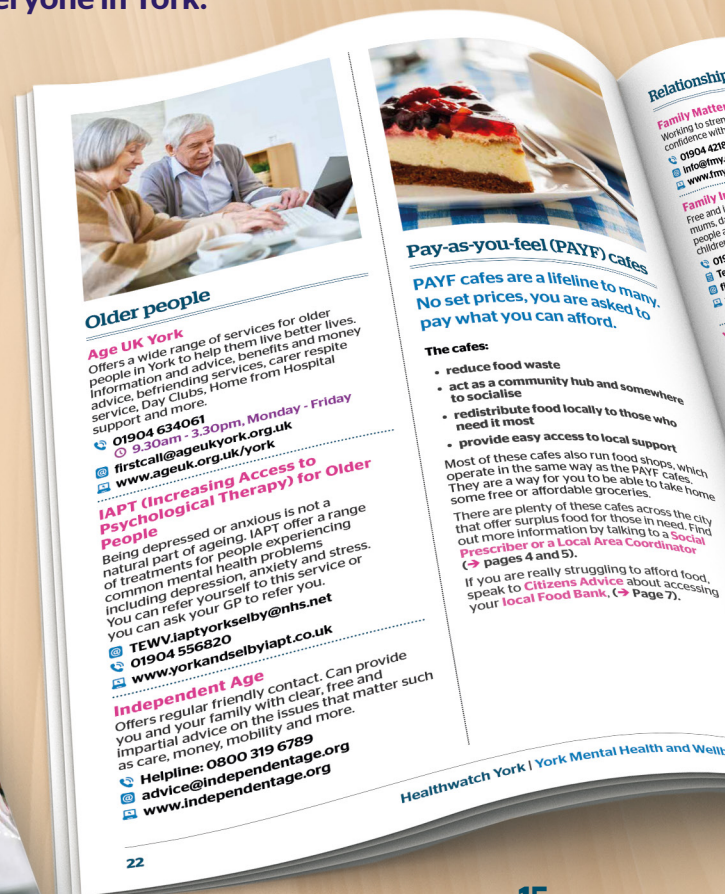
- Know what to do if they, or someone they care about, experiences a mental health crisis
- Look after their mental wellbeing
- Find organisations that can provide advice, help, support and social activities

Abbie officially left our team in January when she secured a well-deserved promotion to an NHS Link Worker role. But she stayed with us, working extra hours throughout January, February and March to make sure we were able to publish a 4th edition of our guide to Mental Health and Wellbeing in the city.

We are delighted that it continues to be warmly appreciated by local people looking for help, and by people working in local organisations to help them connect people they work with to the support they need.

Abbie:

“ I'm really excited to have taken up my new role as an NHS Link Worker. That's all about building connections, making sure people can do the things that matter to them. But I was determined to get this done before I move on. I'm passionate about people finding out the right information first time - good information gives people the power to change their lives for the better. I'm so pleased this is now available to everyone in York.”



Reaching out - starting our work around health, care, race and ethnicity

Reaching out - listening to people from ethnic minorities about their experiences of health and care

Even before the pandemic hit, we were aware there was a lack of information about the experiences of people from ethnic minorities accessing health and care services in York, and that they had poorer health outcomes than others in the city.

Alongside others in the city, including City of York Council and Vale of York CCG we were concerned about this gap in our local knowledge. During the pandemic, with the news of the disproportionate impact Covid-19 was having on Black and Asian people and communities these concerns increased further.

We had already begun to work with local organisations representing and working with people from ethnic communities. Although the pandemic made this work more challenging, we decided it was too important to let this stop us.



“ It has long been acknowledged within our health and care system that the voices of people from ethnic minorities haven’t been heard. We knew it would be really challenging to reach people during the Covid-19 pandemic - so many of our usual engagement routes simply weren’t an option. But we wanted to start this conversation, build better working relationships with key partners, and make sure everyone in York knows we’re here to represent them in shaping the future of health and care in our city. This is just the first step for us.” – **Abbie**

Over the summer, we launched a survey to understand more about people from Black Asian and Minority Ethnic communities’ experiences when using health and care services in the city. We published a report of our findings in November 2020.

www.healthwatchyork.co.uk/wp-content/uploads/2020/11/Listening-to-BAME-people-about-Health-and-Social-care-services-in-York-Final-report.pdf

↳ www.hwylink.com/BAMEreport (quick link)

On 6 January 2021 this report went to York’s Health and Wellbeing Board.

When asked about their experiences, the responses indicated an even split between positive and negative, with GP services receiving the most feedback, both good and bad. Maternity services and midwives were also singled out for praise.

In line with concerns previously raised by Healthwatch York, problems accessing dental services were also flagged up, with respondents acknowledging this is a problem affecting our whole population.

The majority of respondents did not feel their ethnicity or skin colour had affected how they were treated when accessing health and care services. However, nearly a quarter felt they were treated differently because of their ethnic background.

There was also feedback about a lack of awareness regarding cultural differences on when to access healthcare services, and concern that some local health professionals may not be aware how certain conditions would present on non-White skin.

We know this is just a first step - making sure everyone knows we are here, and want to be able to reflect our whole communities’ experience in accessing health and care. We plan to continue the conversation in 2021/22.

“The reality for us is that every voice counts. By sharing these results, we hope to encourage more people to share their experiences and join the conversation too.” – Emily

We have also taken part in a number of awareness raising sessions and training events, including Gypsy and Traveller awareness, Anti-Racist training, and Unconscious Bias training.



“This was a very important and inclusive step. It was designed to lift up the voices of people from Black, Asian and other Ethnic Minority groups who have and continue to be disproportionately affected in the accessibility and treatment of healthcare services. The transparency of the survey results is an opportunity for decision-makers to recognise the inequities and disparities and therefore use this as the driving force to work with BAME-led organisations in identifying appropriate measures in place to benefit everyone regardless of their creed, race, ethnicity or background.”

– Haddy at Speak Up Diversity

Siân Balsom, Healthwatch York Manager:

“This is about us too, acknowledging in the wake of Black Lives Matter that we want to be part of the solution not just waiting for change to happen. We’re on a learning journey with the support of wonderful partners like York Racial Equality Network, York Travellers Trust, Speak Up Diversity and MYnority York. We may make mistakes along the way. But we’d rather try, even if it means we get it wrong. Because Racism isn’t a political issue, it’s a human rights problem, and it’s time we all come together to address that.”

Our finances

1st April 2020 to 31st March 2021

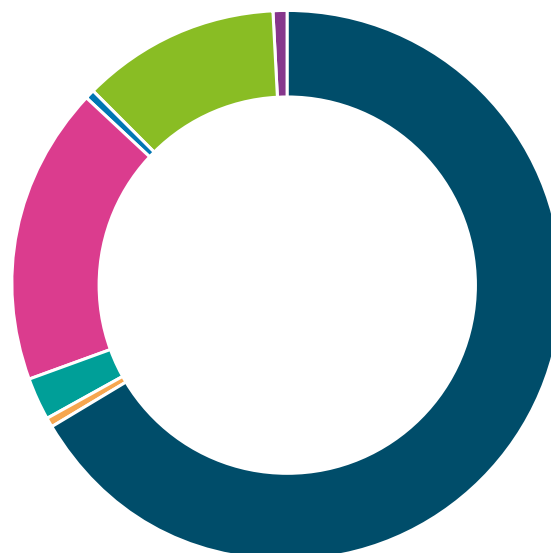
Income

City of York Council	£122,898
Donations	£280
Other grants & contracts	£12,475
Total	£136,145

Expenditure

Staff salaries and expenses	£88,271
Volunteers expenses and training	£0
Meetings and events	£257
Marketing, printing, reports	£3,701
York CVS management fee	£23,096
Legal and professional fees	£672
Office costs, equipment, computers, website	£15,125
VAT	£1,067
Total expenditure	£132,190
Underspend for the year 2020/21	£3,956

Summary of Expenditure



- 1 Staff salaries and expenses
- 2 Volunteers expenses and training
- 3 Meetings and events
- 4 Marketing, printing, reports
- 5 York CVS management fee
- 6 Legal and professional fees
- 7 Office costs, equipment, computers, website
- 8 VAT
- 9 Underspend

Notes explaining expenditure during the year

- 1 Staff salaries, expenses and training
- 2 Re-imburement of expenses incurred by volunteers, plus training costs - no face to face volunteer activity undertaken during the pandemic
- 3 Costs of venue hire and associated costs for meetings and events
- 4 Costs of producing publications, and promoting Healthwatch York
- 5 Payment to York CVS covering accommodation costs, financial, HR and payroll support, IT, telephones and administration
- 6 Cost of legal and professional fees where needed to support Healthwatch York
- 7 New computers. Website and online feedback centre, including accessibility software, office costs including freepost and stationery
- 8 VAT on all purchases
- 9 Underspend includes cost of Census Support salaries paid out during April and May

Our plans for next year

In 2021-2022 we have already started to look at dentistry in the city. This is the challenge we get most enquiries about – where in York can I find an NHS dentist?

So we have worked with our research volunteers to design a survey to find out what services are currently being offered by dental practices in York. We are also reviewing our survey from 2018 which asked about the experiences of people trying to access dentistry in York, to look at running this again.

We often hear from people with dementia and their care partners about difficulties finding or getting the right support when dementia needs become more complex. We are also interested in finding out about and highlighting support focussed on the individual person and how this is working, or is not, across local services. We're encouraging people with dementia, their family members and carers, to share their experiences of dementia support in the city.

We're collecting these stories and experiences for a report, which will share everything we've learnt with City of York Council and NHS Vale of York Clinical Commissioning Group as they develop a dementia strategy for the city. As mentioned above by 'report' we mean something that is rich in people's voice.

We want to make sure this has a real impact for people living with dementia in York.

Other plans for the year

- **Developing a project in partnership with a local school to get young people involved in researching health issues that matter to them**
- **Working with people with lived experience of homelessness, mental ill-health, drug and alcohol issues and offending to develop a peer-research project linked with the Multiple Complex Needs network**
- **Updating our guide to dementia support in the city**
- **Helping local partners survey people with severe mental illness about their experiences of physical health checks and how to improve take-up of these**
- **Publishing the results of surveys we've worked on in partnership with others, such as a groups and activities survey with Live Well York, Age UK York and Age Friendly York, and in partnership with the Northern Quarter about peer support and peer carer support linked to people leaving Foss Park hospital**
- **Continuing our work on the Safeguarding Stories project for the City of York Council Safeguarding Adults Board (long-form interviews with people who have experienced the safeguarding process, to identify shared themes)**

Contact us

Freepost RTEG-BLES-RRYJ
Healthwatch York
15 Priory Street
York YO1 6ET

☎ 01904 621133

@ healthwatch@yorkcvs.org.uk

🐦 Twitter: @healthwatchyork

📘 Like us on Facebook

🌐 www.healthwatchyork.co.uk

York CVS

Healthwatch York is a project at York CVS. York CVS works with voluntary, community and social enterprise organisations in York.

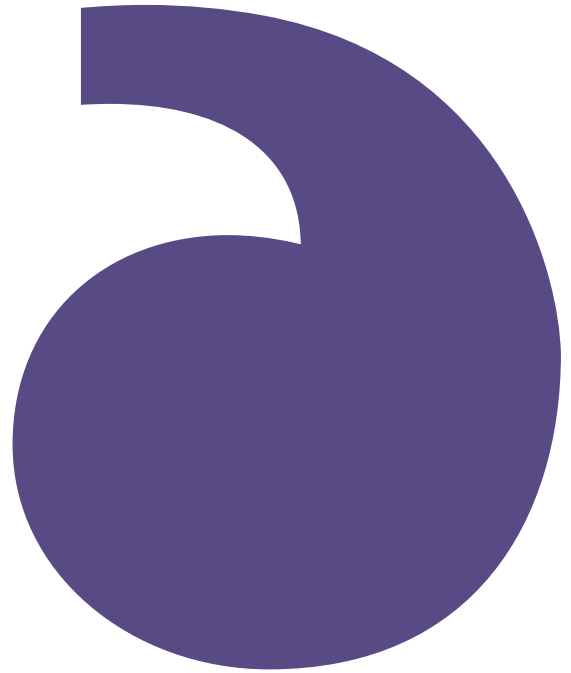
York CVS aims to help these groups do their best for their communities, and people who take part in their activities or use their services.

This Annual Report is available to download from the Healthwatch York website: www.healthwatchyork.co.uk

Paper copies are available from the Healthwatch York office and local libraries.

If you would like this Annual Report in any other format, please contact the Healthwatch York Office

We use the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.



This annual report is published on our website and has been circulated to Healthwatch England, CQC, NHS England, NHS Vale of York Clinical Commissioning Group, Health, Housing and Adult Social Care Policy and Scrutiny Committee and City of York Council

© Copyright Healthwatch York 2021

healthwatch
York

proud to be part of **yorkcvs**