

Community Action on Health



Annual Report 2003 - 2004



Registered Charity Number 1073890

Chair's Report

I wanted to get involved with CAH having seen it become a respected organisation in the City, filling a vital gap in enabling particularly disadvantaged communities to have their voices heard within the NHS and elsewhere.



The new awareness within the NHS for greater public and patient involvement seemed to offer the possibility of real progress and new ways of doing things in Newcastle with its strong traditions of community development. For me, CAH had, and still has, a unique and important role to play in this process.

Community Action on Health has been going for nearly 10 years now and has evolved and changed over that time. It has sought to grasp new opportunities when they have arisen – for example, most recently in the appointment of a Resource and Information Worker with a grant from the Northern Rock Foundation to promote the work of the organisation – but has also kept faith with its original role to help and support communities to raise their needs and concerns with different parts of the NHS and other bodies. I would like to pay tribute, on behalf of the Trustees, to the staff who have worked incredibly hard, sometimes in difficult circumstances, to ensure communities across the City get the support

they need. The Annual Report this year gives an insight into the variety of work going on with local groups as well as citywide initiatives.

We have seen some staff changes over the past year. Leslie and Yasmin have left and been replaced by Clare and Cal. There have also been changes amongst the Trustees with Geraldine Ormonde, Darren Walsh, Mark Hedley and Ken Milor joining us - all bringing valuable and different perspectives to the work of CAH. Unfortunately, Paul Nayyar, who had been a long time supporter and Trustee of CAH, died in February after a short illness.

We are very grateful to the Primary Care Trust for their continued financial assistance for the work we are doing. We have had discussions with them in recent months, as they undergo change, to see how our work links with their priorities and help them to better understand the views and needs of communities. CAH also has important work to do with both the City Council and the Newcastle Strategic Partnership where there is greater awareness of the contribution which health makes to achieving the targets and challenges they face. In all this, we will work closely with other organisations in the City, particularly those in the community health field, to make the most of the huge opportunity we now have in Newcastle to get the voice of communities heard loudly and effectively.

A handwritten signature in black ink, appearing to read 'Peter Kenrick', written over a horizontal line.

Peter Kenrick
Chair

Project Manager's Report

Section 11 of the Health and Social Care Act 2001 places a duty on NHS trusts, Primary Care Trusts and Strategic Health Authorities to make arrangements to involve and consult patients and the public in service planning and operation, and in the development of proposals for changes.



This is a new statutory duty, which means consulting and involving:

- not just when a major change is proposed, but in ongoing service planning
- not just in the consideration of a proposal, but in the development of that proposal; and
- in decisions about general service delivery, not just major changes.

For CAH, which came into existence to promote exactly this kind of dialogue between service providers and local communities, these new requirements are very welcome. But, as always, the danger is for the new duty to be addressed by putting in place new structures, rather than thinking about how cultural change within the NHS can be achieved. An often bewildering raft of new arrangements, headed by the short-lived Commission for Patient and Public Involvement in Health but including Patient Advice and Liaison Services, Independent

Complaints Advocacy Services, Patient and Public Involvement Forums and Overview and Scrutiny Committees, has sprung up in the last few years.

What will have the most impact on service change, however, is when managers and clinicians in the NHS routinely sit down with people from local communities to talk about the way in which services are provided, and how they can be improved. Not only will the managers and clinicians have a greater understanding about the views of local communities (who are, after all, the people who pay for services out of general taxation) but communities will have a greater awareness of the pressures and service issues faced by those working within the NHS. There is no better way to learn than face-to-face dialogue – which is what CAH has always tried to promote.

This means that time, resources and energy have to be invested in finding out the views of people who are the least likely to participate, so that their voices can be heard. Increasingly we are seeing “check lists” of minorities being used – a tendency to go to what could be called the “established minorities” for their views. We should celebrate this as a sign that some groups are getting stronger and feeling more empowered. We must not forget, however, that there are many who still do not have a voice. That is why we are still here.

Nick Forbes

Nick Forbes
Project Manager

Finance Report

The financial year 2003 – 2004 saw many changes for Community Action on Health. After a period of nurture under the umbrella of Newcastle Healthy City Project, we felt able to take on more independence and responsibility of our own. A new office base was found, which brought all staff together for the first time, and we gradually managed more of our own resources.

In previous years, apart from a small monetary prize from the Department of Health, Community Action on Health's finances were accounted for in the annual accounts of Newcastle Healthy City Project.

For the first time during the financial year 2003 – 04 we were required to produce a full set of accounts (audited by Ryecroft Glenton). A summary of the accounts follows below but a full copy is available upon request from the office.

We are particularly grateful to Newcastle Primary Care Trust for its continued financial commitment to CAH. We would also like to thank our other funders for 2003 – 04, which included Newcastle City Council, The Community Foundation, Newcastle Community Chest and a number of other organisations.

Statement of Financial Activities for year ended 31st March 2004

	Unrestricted	Restricted	Total Funds
Opening balance as at 1.04.03	4,605	0	4,605
Income			
Newcastle Healthy City Project	54,989 ¹		291,510
Newcastle PCT	207,744	500	
Newcastle Community Chest		2,414	
Community Foundation		500	
Newcastle City Council		20,477 ²	
Lecturing fees	1,800		
Stall fees (conference)		1,100	
Miscellaneous	1,986		
Expenditure			
Wages and salaries	153,612		248,948
Office running costs	36,177		
Management and administration	3,261		
Activities and community events	35,957	19,941	
Capital equipment and set up costs ³	17,068 ⁴		17,068
Closing balance as at 31.03.04	25,049	5,050	30,099

¹ This amount relates to funds transferred from Newcastle Healthy City Project, who held funds on behalf of CAH up to 31st March 2003. It has to be classed as a donation in the financial accounts.

² This includes a number of grants from the Preparing for Change Board (SRB 6) and various Ward Committees for specific pieces of work

³ We moved into new premises in Sandyford in June 2003, which incurred a number of one-off equipment and infrastructure costs

⁴ This amount is considered as fixed assets and therefore not included in the overall income and expenditure summary.

A year in the life of Community Action on Health

It has been another busy year for Community Action on Health. Here is just a snapshot of some of the things we have been doing over the last twelve months.

September 2003

Yasmin and Marion made a presentation to the Health Scrutiny Committee on some of the reasons why people do not attend hospital outpatient appointments.

Harold worked with staff and volunteers from Byker Area Resource Centre, Common Ground and Newcastle Asylum Seekers Unit to further develop work around Asylum awareness among East End communities.

Community Action on Health also took over the Chair of the East Locality Public Health and Inequalities Task Group, which is one of the groups in which community views around health issues are fed into the Primary Care Trust.

We had a stall at the Fawdon Festival and visited a number of community groups in advance of the conference.

Staff previously based at the West End Health Resource Centre moved into our new premises at Old Brewery Court. This meant that for the first time all CAH staff were based together.

October

The main highlight was the community conference held at St James Park at which over 550 people involved in voluntary and community group across the City came together to discuss health inequalities. The conference also saw the election of a new Board of Trustees and the appointment of Peter Kenrick as our new Chair.



Work in partnership with a number of community groups in the West End saw the publication of a feasibility study for an access service which identified ways in which people from black and minority ethnic communities could be supported to use health facilities more effectively.

We organised and facilitated the vulnerable and isolated persons multi agency group in the East End of the city and arranged a number of community events including a mental health event in the East End and an older peoples health event in the North of the City

We contributed to developing a patient and public involvement strategy for cardio vascular services and Nick became Chair of the Drugs and Communities Group for the Drug Action Team.

November

The East End Drugs Forum was launched, which is a forum for people working in the community and voluntary sector around drugs to meet together, share information and find out about each other's work.

We participated in a HealthWorks Away Day and had an information stall at the HealthWorks Community Fair at the Lightfoot Community Centre. We also had a stall at the SureStart Cowgate/Blakelaw Family Fun Day which was held at Cowgate Sports Centre and facilitated workshops for the HealthWorks Northwest Conference.

Along with Better Life in Later Life project we launched the Blakelaw Active Ageing Programme at Gosforth Civic Hall. From this event an active ageing group called "Blakelaw Beat the Clock Club" has successfully developed and the participants have undertaken a wide ranging programme of activities to promote health and fitness in later life.

Nick was elected onto the Newcastle Council for Voluntary Service Management Committee.

We were awarded a grant of £500 from the Community Chest towards Trustee Training.

December

The Trustees hosted a visit to Community Action on Health by Rosie Winterton MP, Minister of State for Health. Rosie came to find out about the work that we do and to listen to what we had to say as part of the "Big Conversation". Our discussion focused on the difficulties that some communities have in living healthily. Other topics covered were the Government's proposals for patients to have more choice in the health services they receive and the need for better facilities for people with disabilities. We also urged the Government to introduce smoke free policies in all public places. Rosie was very impressed with her visit to Community Action on Health and as a result wrote the foreword for our conference report. We also had a stall at the Carers Information Event which was held in Durant Hall and participated in the SureStart Newbiggin Hall Partnership review day.

January 2004

The conference report was produced and widely circulated amongst community groups in Newcastle. In addition, over 200 copies were sent to Senior Managers in the Primary Care Trust and the Local Authority. Community Action on Health participated in the Over 50's Men's Health Event which was held at the East End Library and Pool and acted in an advisory capacity to SureStart Family Support Service about how to develop user involvement.

We said farewell to Yasmin who had worked in the West End of the City for three years and now moved on to a new job with Newcastle Primary Care Trust.



Rosie Winterton MP, Minister for Health, chats to CAH Trustee Geraldine Ormonde

February

CAH played host to a group of medical students as part of their public health rotation. The students were able to find out more about the work of Community Action on Health by shadowing members of staff and visiting some of the projects that we work closely with. At the end of their two week session, they made a presentation to their assessors about the work of Community Action on Health.

Marion was involved in planning a community consultation survey for the northern villages and CAH North participated in an event to develop the Local Neighbourhood Renewal Strategy for the north west of the city.

We set up a diabetes group for people with diabetes to meet together and share their experiences of using diabetes services and held an open day when people could come to see our newly refurbished offices.

We were awarded a grant of £2400 from the Community Fund to buy a new display stand. Harold played an integral role in organising the Local Neighbourhood Renewal Strategy Event for the East End and made a presentation on the health issues facing asylum seekers to the East Locality Group of the Primary Care Trust.

We paid tribute to Paul Nayyar, one of our founding members who passed away after a short illness.

Asylum Seeker Issues Awareness Sessions

In the East of the City, Community Action on Health has contributed to the support and integration of asylum seekers in a number of ways. One of these is the development, organisation and presentation of Asylum Awareness Sessions for Community Groups and Organisations. This work is done in partnership with workers from the Council's Asylum Seekers Unit, Byker Area Resource Centre and East Area Asylum Seekers Support Group.

During this year the group built on its achievements of the previous year by developing an information/training pack and by running an expanded series of sessions for groups across the East End. Evaluations from these sessions have been very positive and those who attended are now more confident about challenging prejudice in their communities. The sessions use a wide range of presentation techniques and cover issues from International Law to Why People Seek Asylum. Our next steps will be to train local people and workers to present the sessions themselves and to deliver this service in other parts of the City.

March

The first of the Asylum Seekers Awareness Sessions we have developed in conjunction with other partners was held at Byker Sands Family Centre. These sessions tackled some of the myths around Asylum Seekers and helped people involved in community groups understand the real issues and difficulties that asylum seekers face in Newcastle. They were aimed at reducing barriers and tackling head on some of the racism directed at asylum seekers.

Marion made a presentation about the work of CAH at the Fawdon Ward Committee which was well attended by local residents and councillors. CAH North had a stall at an Over 50's event held in Kenton School and Nick made a presentation to the Diabetes Network Group about how best to develop patient and public involvement in diabetes services.

April

Members of Community Action on Health were invited to attend the Health Select Committee in Newcastle to give evidence about our proposals to develop an access service for black and minority ethnic communities. This was part of the Health Select Committee's study of the reasons why people do not attend hospital outpatients appointments. The Committee recommended that our ideas should be explored further by the National Health Service.

We were successful in our bid for funding to produce an East End Signpost directory and CAH participated in the Community Food Initiatives Annual Review.

Other areas of work during April included assisting the Cancer HIMP (Health Improvement and Modernisation Programme) to develop a strategy around patient and public involvement and talking to community safety champions at the Council and Police Authority about the crime and community safety issues raised at the conference.

Action for Older People

At last year's Annual Conference older people wanted more information and action on taking forward their issues and concerns about:

- Access to health information and services
- Food and nutrition issues
- Mental well being
- Physical access and mobility
- Fuel poverty and heating issues
- Transport
- Access to recreation and fitness activities
- Community safety

Community Action on Health has worked to address these issues in a number of ways. Via Fawdon Health Group, and supported by Fawdon Ward Committee, a pilot health event for older people was held in October 2003 which included information on most of the above. A number of activities to promote physical and mental wellbeing were enjoyed such as gentle exercise, interactive entertainment on bogus callers and safety in the home. This event was extremely successful with 63 older people feeding back their appreciation of the day and it is hoped that this event can be rolled out to other areas. In 2004 CAH has presented information for the Fawdon/North Kenton Elderly Think Tank consultation event and the North Central Over 50's event.

CAH also has worked alongside 'A Better Life in Later Life' project to develop Active Ageing work which aims to encourage older people to engage in programmes of activities to promote physical, mental wellbeing and breakdown feelings of isolation that some older people endure. In particular the Blakelaw Beat the Clock Club were set up with the help of community activists to overcome lack of access to some more unusual activities such as abseiling and drama. Again this work is being developed in other parts of the city.

Alongside the above work CAH, A Better Life in Later Life and others agencies organised "A Nice Day Event" in June, at the Centre for Life. All older people's groups in the city were invited to send representatives to participate in sharing information on how best to maintain groups and encourage wider involvement and participation. The planning group hopes to develop a directory of services which will be distributed widely throughout the city's community groups.

CAH has also fed in comments that led to the above action points to other consultations such as the City Transport

Forum, Neighbourhood Renewal Strategies, and Newcastle Primary Care Trust to progress a multi agency response to older people's issues and concerns.

May

The Northern Rock Foundation awarded us a grant to employ a Resource and Information Worker. This will help us develop a website and regular newsletters so we can feedback issues more effectively to communities in the city.

Nick made a presentation to the PCT's Clinical Governance Committee about the main issues raised at the Community Conference and CAH staff participated in the first meeting set up to look at Tobacco Control in the City. Harold ran an Asylum Seeker Awareness Session at Monkchester Family Centre and discussed health issues with a tenants group in Byker. Marion worked with people in the north of the city to set up an incontinence support group.

During May we said goodbye to Leslie Gibson who left CAH to work in Sunderland and welcomed Clare Levi who joined us from the Newcastle Healthy City Project.

June

CAH took part in a number of events during June including a Just 4 Men Event at Eldon Leisure and a SureStart Special Needs Event at the Lightfoot Centre. Marion helped organise an Older People's Event "A Nice Day" at the Centre for Life and co-ordinated the Young People's Health Event which was held in Kenton Sports Centre. At each of these events we ensured that people attending had the opportunity to comment about health issues affecting them and their local community.

Nick chaired the PROPS AGM and graduated from Common Purpose.

Geraldine, one of our Trustees who works for the North East Women's Forum, was elected as a Councillor for South Heaton.



Marion explains the information available in the mental health resource pack

July

Clare started work with HealthWorks and SCADA (Strengthening Communities against Drugs and Alcohol) to develop a West End Drug and Alcohol Forum. There are many agencies working on drugs and alcohol issues in the West End of the City and the aim is to bring them together to share information and to discuss common issues. Marion completed the Participatory, Evaluation & Appraisal, Newcastle Upon Tyne (PEANUT) Training as part of her involvement with Newbiggin Hall Sure Start programme.

Nick took part in a discussion about health issues on the Zoo for Radio Newcastle.

Nick advised Northumbria Police Authority on the best way to work with marginalised and disadvantaged communities in the city. An important role for Community Action on Health in helping to share information between some of the different public sector agencies working with the same communities was identified.

The Mental Health Resource Pack for the North was launched at Gosforth Civic Hall. This resource pack contains a wealth of information for health professionals and community groups around accessing help through voluntary and statutory services as well as self help leaflets for people with mental health problems. The resource pack is available in public libraries, community centres and doctors' surgeries in the North of the City.

Tackling Drugs

In previous conferences, many issues have been raised around drugs. These have included the need for organisations to work more effectively together to share information; the need for communities to be able to contribute to strategies and better dissemination of information about what agencies can offer in terms of support for people.

Community Action on Health has been working over the last year to address some of these issues. Work has included:

- Setting up and co-ordinating an East End Drugs Forum, where people working on drug issues in the voluntary sector can share information, identify common issues of concern and speak directly to service providers.
- Coordinating Newbiggin Hall Health Action Group, which considers local drugs issues as a key part of its agenda and draws its membership from service providers and those involved in community activities in Newbiggin Hall.
- Working with SCADA (Strengthening Communities against Drugs and Alcohol), HealthWORKS and PROPS (a family support organisation) to establish a West End Drugs Forum to involve people engaged in community activities in the West End of Newcastle.
- Participating in developing and delivering inter-agency work through CAH membership of the Drug Action Team (DAT) and Executive and by chairing the Drugs in our Communities group (which has responsibility for developing the Communities Plan for the DAT).

August

Marion helped Kids Café Management Group recruit a new co-ordinator and on behalf of Newbiggin Hall Health Action Group co-ordinated the information exhibition for the

Newbiggin Hall Family Fun and Play Day. Staff met with the Primary Care Trust to discuss issues about out of hours services for GP's and Nick was commissioned to write an article about the work of Community Action on Health for the National Patient and Public Involvement Magazine.

We raised community issues in a range of working groups including the Five a Day Co-ordination Group, the Drug Action Team and the Community Food Initiative.

Concentrated Language Encounter and Health

One of the common issues raised in previous years was that people whose first language wasn't English found it difficult to use the Health Service, because of language barriers. Similarly, interpreting services, despite investment, have found it difficult to keep up with the numbers of people requiring interpreters.

Community Action on Health and Newcastle Literacy Trust have been developing a partnership to explore an innovative idea that links health, literacy and communication skills.

Concentrated Language Encounter (CLE) is a participatory learning technique that is used in a number of countries, such as Turkey and South Africa, where programmes have been developed by Rotary International. It enables people to experience and practice every day situations or "social transactions" where they need to make themselves understood. It puts things into a relevant cultural/social context and provides personal support for learners to whatever extent they need to complete a particular task. This empowers people with life skills and knowledge rather than just improving literacy on it's own, making literacy classes very worthwhile.

CLE could help address some of the issues around access to health services, e.g. for non-English speakers, so that people are

enabled to take part in the whole decision making process around their health and fully understand any options they might be presented with.

A steering group has now been set up to develop a project within Newcastle. We have been in contact with CLE tutors from Rotary International who are helping us to plan and organise training in the technique for community health workers and basic skills tutors who will then cascade the training into the community.

September

Harold organised a networking event for people involved in Drug and Alcohol Issues in the East End of the City and Marion helped to implement a domestic violence multi agency participatory appraisal with service users.

The Concentrated Language Encounter Steering group was set up by Clare and we had an information stall at the Shieldfield Fun Day helping with a consultation around setting up a new time bank.

We were delighted to welcome Cal Boal as our new worker covering the outer west of the City, and started planning for our AGM.



CAH Trustee, Alison Blackburn, with the CAH stand purchased with a grant from the Community Chest

Who's Who in Community Action on Health

Board of Trustees

Any member of CAH may stand for election to the Board, and Trustees are elected at the AGM each year. The Board of Trustees meets 10 times a year, and there are two sub-committees of the Board – Staffing and Finance and Planning.

For 2003 – 2004, the Trustees of CAH were as follows:

	Staffing Committee	Finance and Planning Committee
Ruth Abrahams Vice Chair/Secretary	•	•
Alison Blackburn	•	
Rosina Gordon	•	•
Mark Hedley	•	
Peter Kenrick Chair		•
Ken Milor		•
Geraldine Ormonde Chair, Staffing Committee	•	
B Shaheen Rashid		
Darren Walsh Treasurer and Chair of Finance and Planning Committee		•

Staff

During 2004 Leslie Gibson left to pursue her social work career and Yasmin Khan moved to work for the PCT. New staff included Clare Levi, who joined us from the Community Food Initiative, Cal Boal, who had been the Development Worker for Ban Waste, and Darren McGlen who started as our new Resource and Information Worker.

The current CAH staff team is:

Nick Forbes Project Manager	nick@caoh.org.uk
Sandy Lambrou Finance and Administration Officer	sandy@caoh.org.uk
Harold Norcott Community Health Development Worker	harold@caoh.org.uk
Marion Simpson Community Health Development Worker	marion@caoh.org.uk
Cal Boal Community Health Development Worker	cal@caoh.org.uk
Clare Levi Community Health Development Worker	clare@caoh.org.uk
Darren McGlen Resource and Information Worker	darren@caoh.org.uk



Paul Nayyar - In Memoriam

Sadly Paul Nayyar, a Trustee and in recent years our Treasurer, died in February 2004 after a short illness. Paul was involved at the very beginning – in fact, he was a key participant in the initial research that led to the founding of Community Action on Health. Paul championed the voices of Black and Minority Ethnic Communities, and represented CAH on the Health Partnership and the Primary Care Trust's

West Locality Group. His energy and enthusiasm was infectious and he worked tirelessly to promote better understanding and cohesion between the different communities in Newcastle.

Paul was a passionate Newcastle United supporter – never missing a home game – and had a wonderful and supportive family, of whom he was extremely proud. His achievements were remarkable and we will all miss him terribly.

**“Community Action on Health
is about people getting together,
feeling comfortable and having
a voice on health”**

Community Action on Health – Contact Details

Contacting us is easy:



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