

**MINUTES OF THE MEETING OF THE COMMUNITY ENGAGEMENT FORUM HELD AT THE
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 12 JUNE 2018
COMMENCING AT 1.30 PM**

PRESENT

Councillor J Kaufman (Chair)

COUNCILLORS

Mrs S Z Haq

OFFICERS IN ATTENDANCE

M Bullock (Benefits Team Leader)
J Humphries (Sports Development Assistant)
Ms V Quintyne (Community Engagement Officer)

OTHERS IN ATTENDANCE

Lance Sullen (Teacher of Mindfulness Leicester)
Claire Lawrence-Simms (Oadby/Wigston & Blaby Mental Health Forum)
Naina Gandhi (AGE UK)
Karen Storey (AGE UK)
Caroline Holden (Age UK)
Claire Bradshaw (LCC Library Services)
Lesley Thornton (Helping Hands Trust)
Reverend Leslie Gill (Helping Hands Trust)
Shante Carr-Brown (Richmond Fellowship)
Aliyah Egbewo (Richmond Fellowship)
Roger Allsopp (Eyres Monsell Baptist Free Church)
Bhavin Gohil (Youth Council Volunteer Changemaker)
Linda Bradbury (LCC Adult Learning Service)
Marong Kati (FourSeasonsBeautiful)
Eilidh Kerr (Clockwise)
Paula Harris (The Conservation Volunteers -TCV)
Mary Flynn (Local Area Coordinator South Wigston)
Sue Renton (Local Area Coordinator Wigston)
Eric Sauzier (Vistablind)
Fred Jennings (Christians Against Poverty)

1. WELCOME BY CHAIRMAN, COUNCILLOR JEFFREY KAUFMAN

The Chair, Councillor Jeffrey Kaufman, welcomed attendees to the meeting and thanked them for their attendance.

2. APOLOGIES FOR ABSENCE

Richard Darlaston (Oadby & Wigston Lions)
Kane Radford (Oadby & Wigston Borough Council)
Annette Day (Action on Hearing Loss)
Roger Thompson (Action on Hearing Loss)
Andy Nazer (Campaign to end Loneliness-England)
Garry Burnside (AGE UK)
Sophie Tucker (Alzheimer Society)
Jayne Edwards (Adult Learning Team Leicestershire County Council)

Nazrine Akhtar	(Sangam Asian Womens' Group)
Liz Steiner	(CAB-Citizens Advice Bureau)
Louise Pettit	(Early Help Children`s Centre Oadby/Wigston & Blaby)
Farhnaz Abubakar	(Richmond Fellowship)
Reverend Chris Johnson	(Helping Hands South)
Resham Sandhu	(Volunteer Changemaker)
Lesley Green	(Oadby & Wigston and Blaby Mental Health Forum)
Stephen Payne	(Vistablind)
Peter Owers	(Christians Against Poverty)
Tejash Patel	(COG Youth Service Limited)

3. MINUTES OF THE PREVIOUS MEETING HELD ON 14 MARCH 2017

The minutes of the previous meeting were accepted as a true record.

Following discussion on the timing of meetings, the majority of representatives present agreed that daytime meetings were preferable to meeting in the evening.

Action 1:

Future meetings will be organised to take place within daytime work hours.

4. BRIEF REVIEW OF COMMUNITY ENGAGEMENT FORUM LEARNING

A brief review of the past work of the Community Engagement Forum was shared with those present.

The Forum was established as a good practice network. Its role is to explore how community groups and organisations, which state they serve Oadby & Wigston Borough Residents ,could assist with the implementation and or review of plans, policies, services and strategies with specific reference to helping identify needs, specifically to include those residents referred to as, "the seldom heard". This group is also referred to as the "hard to reach".

The Forum has hosted presentations from a variety of Voluntary Organisations and Community Groups. It has delivered workshops covering:

- Bid writing and funding applications
- Equality, Diversity and Unconscious Bias, to Council staff, volunteers and representatives on the Community Engagement Forum
- Hate Crime, Human Rights
- Stress and mental wellbeing
- Suicide prevention - Suicide Awareness Partnership
- WRAP - Working to Raise Awareness of Prevent
- Roma people history, perceptions and Xenophobia
- Gypsy and Traveller community in Leicestershire and their lived lives, history and contribution to society.

Some key issues discussed through the Community Engagement Forum have covered the issues of:

Credit Unions, community banks which aim to break cycles of poverty and support communities to be financially stable. This was delivered by Clockwise Leicester.

Hearing loss at any stage of development and how it can be supported at varying stages

of development. This was delivered by the organisation Action on Hearing Loss.

Hate crimes, hate incidents and identification of how, where and when to report. This was delivered through Oadby and Wigston Council and supported by Oadby and Wigston Community Safety Partnership funding.

Transgender identification by young people and support available from public and voluntary organisations. This was delivered by Leicester, Lesbian, Gay, Bisexual and Transgender Service (LGBT).

5. COMMUNITY ENGAGEMENT FORUM FUNDING

Representatives were informed about a strand of funding Oadby and Wigston Borough Council will be introducing.

The reasoning behind the introduction of the funding was explained. It was noted that Oadby and Wigston borough is recognised as an area of relative economic affluence. There are pockets of relative poverty, social isolation and loneliness.

The needs of residents are changing. Voluntary organisations and community groups locally are servicing recognised needs. However, it is recognised that there are gaps in provision.

The Council wishes to identify, with the help of voluntary organisations and community groups, what the gaps in provision look like and through partnership working find solutions to address them. This help might also be the development of a plan to follow the first one hundred people claiming Universal Credit. This would have a built in tool for measurement at six months and a year to gauge how people are coping with this system.

The funding might support research or initiatives, for example around loneliness and isolation. It might even focus on the impact of Universal Credit and its relationship to issues of homelessness and domestic violence.

The Council wishes to receive proposals from community groups and organisations. These might address some of the aforementioned issues. Proposals might spring from partnership working from groups using a joined up thinking approach to establish a project or series of projects.

Action 2:

This identification of need, mapping, developing possible proposals and the Council's funding stream will be a point of discussion at the next Community Engagement Forum meeting.

6. WORKSHOP IN CELEBRATION OF MENTAL HEALTH WEEK 2018

The theme for MIND Mental Health Awareness Week (14 to 20 May 2018) was about handling stress in the workplace.

The Community Engagement Forum decided to deliver a workshop as part of this meeting. It did so in recognition that stress is a condition that can lead to more serious aspects of mental ill health.

The workshop was planned and delivered by colleagues from: Oadby and Wigston Council, The Conservation Volunteers, The South Wigston Local Area Coordinator and Richmond Fellowship. An expression of thanks for this involvement is minuted.

Action 3:

Presentations delivered on: the Universal Credit system, Stress and managing relationships and the training needs assessment for a Level 1 Community Development Course for groups and organisations in Oadby and Wigston, will be circulated with these minutes.

Helping Hands and the Citizens Advice Bureau currently support to people claiming Universal Credit. Observations and a question was asked on what the possible impact of Universal Credit might be on vulnerable people. This took into account the fact that some claimants may not have identification to support their claim.

A mini market was set up which included a range of agencies, sharing their information on what works ,hearing about key work taking place, getting de-stressed with dough/bread making and honey, a look at an innovation in colon /gut cleansing , Tai Chi, promotion of the Oadby Free Spirit Foundation's scarf of love. The scarf continues to develop into a community statement which will see it stretch around Leicester football club and beyond, organic food tasting from the Master Gardeners and networking to help shape the future of group community working.

An A5 booklet of Active Oadby & Wigston information was shared. Along with this was a three minute stress test exercise sheet. Colleagues were given the sheet and instructed to complete it at their own leisure outside of this workshop.

Colleagues were also given information training needs assessment form for completion and return to the Community Engagement Officer. The training needs assessment covers a NOCN (Northern Open College Network) Level 1, 10 week Award in Community Development. Oadby and Wigston Borough Council plans to introduce this certificate through local community groups and organisations.

The event was very well attended. Offers were made by Vistablind, AGE UK and Clockwise to present at the next meeting in September. There may also be input at the next meeting by the Campaign for Loneliness England to, present on the Be More Us project it is spearheading.

These Community Engagement Forum meetings will not only act as innovative conduits for organisation and group learning but will provide case studies and community learning tools for development

7. DATE OF THE NEXT MEETING

Future meeting dates are as follows:

- Wednesday 25 September 2018.Time:1:30p.m until 4:00p.m.
- Tuesday 4 December 2018.Time:1:30p.m until 4:00p.m.
- Tuesday 12 March 2019.Time:1:30p.m until 4:00p.m.

The Venue for all_meetings is: Oadby & Wigston Borough Council Offices, Council Chamber, Station Road, Wigston, LE18 2DR.

THE MEETING CLOSED AT 4.00 PM



Chair

Tuesday, 25 September 2018

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Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR*

Universal Credit Frequently asked questions (FAQ's)

What is Universal Credit?

Universal Credit is a new benefit that is administered by the Department for Work and Pensions (DWP). For working age claimant's it will replace Tax Credits, Job Seekers Allowance (Income Based), Income Support, Employment Support Allowance (Income Related) and Housing Benefit. This means you will only need to make one claim.

When will it take effect in Oadby and Wigston?

For new claims it comes into effect 13 June 2018. So if you make a new claim on or after this date you would claim Universal Credit rather than the benefits listed above.

What do I need to do if I receive other benefits?

Prior to 13 June 2018, if you are already receiving, or have claimed, Tax Credits, Job Seekers Allowance (Income Based), Income Support, Employment Support Allowance (Income Related) or Housing Benefit then you won't need to do anything as these benefits will continue. If you have a change of circumstances after 13 June 2018 you will be advised if this means you will move to Universal Credit.

I'm a pensioner, will it affect me?

Universal Credit will not affect most pensioners. Universal Credit will not apply to single claimants of pension age or where both members of a couple are of pension age. In these cases claimants would continue to claim Pension Credit and/ or housing benefit. However, where you are a member of a couple and one of you is pension age and the other one is working age you will be able to choose between claiming Universal Credit or claiming Pension credit/housing benefit.

Can I claim if I am working?

Yes. Whether you qualify will depend on your income and not the hours you work. If you receive Universal Credit and move into, or out of, work your payments will be adjusted and you won't need to make a new claim if you still qualify.

How do I claim Universal credit?

You will need to make a claim on line. Support will be available from the council or job centres if you do not have access to a computer, tablet or smartphone or if you need help in completing the claim. You will need an e-mail address and a bank account. If you are a couple you will need to make a joint claim.

When will I get paid Universal credit?

Universal credit is paid a month in arrears and you should receive your first payment 5 weeks after you claim. Payments will be made direct to your bank account.

What if I can't wait five weeks?

You can ask for an advanced payment. But it is important to remember this is a loan and will need to be paid back each month over a maximum of twelve months. We would strongly advise that you seek independent financial advice to help you decide if an advance payment is the best option for you.

I have claimed Universal Credit but have a query what can I do?

You will need to contact Universal Credit directly either via their free helpline or using your on line account.

IMPORTANT - This section applies to Council Tenants and Housing Association Tenants as well as tenants of private landlords.

What if I rent my home?

Your rent (known as housing costs under Universal Credit) will be included when calculating your entitlement to Universal credit. But it is important to remember that your Universal Credit is paid as one lump sum.

What if I am a Council Tenant?

Currently, if you receive housing benefit this is credited to your rent account each week. When you receive Universal Credit your housing costs are included in the one lump sum payment and you are responsible for the paying the rent.

What if I am a tenant of a housing Association?

Currently, if you receive housing benefit this is usually paid direct to your landlord four weekly in arrears. When you receive Universal Credit your housing costs are included in the one lump sum payment and you are responsible for the paying the rent.

How do I pay my rent?

In most cases you will need to pay your rent to your landlord from your universal credit payments. You should speak to your landlord to make arrangements such as setting up a direct debit. You should speak to your landlord immediately if you get into difficulty with your rent payments.

Can my rent be paid direct to my Landlord?

Yes, but only in limited circumstances such as if you are vulnerable, have difficulty in managing your finances, or have rent arrears of 8 weeks or more. Please speak to your landlord and/or contact the Universal credit team as they may be able to arrange this.

What additional support can I get?

Will council tax Support be included in my Universal Credit?

No, you will need to claim Council Tax Support separately. You can do this by using our on line form, by visiting our Customer service Centre or by calling us. Any Council tax Support award will be credited to your Council tax bill. You will be responsible for paying your council tax.

Will free School meals be included in my Universal credit?

No, these will need to be claimed separately via Leicester County Council or at your children's school. Some academies may not provide free school meals.

What if I need help to manage my money?

Please contact OWBC or your work coach at your job centre and we can arrange help and advice for you.

What is OWBC doing to help claimants?

We are providing publicity and help to advise claimants. This includes help to make a claim for Universal Credit or manage your on-line account, sign posting to other services and arranging for help with managing your money.

Discretionary payments

If you claim Universal Credit, and you pay rent and/or Council Tax, you can still claim Discretionary Housing Payments (DHP's) or Discretionary Council Tax Support from the OWBC.

Stress and Mental Health

Understanding, Identifying and Managing

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Introductions



We are...



Outcomes of the Session



- Build our awareness of mental health
- Define stress and identify its signs
- Understand the causes of stress
- Learn some ways of managing stress
- Know what services are available to help

Mental Health



‘Mental Health Problems’

- Depression
- Anxiety
- Schizophrenia
- Obsessive Compulsive Disorder
- Personality Disorders

‘Psychological Wellbeing’

- Optimism
- Happiness
- Flourishing
- Quality of life
- Social Connectedness



Illness Approach



Wellness Approach



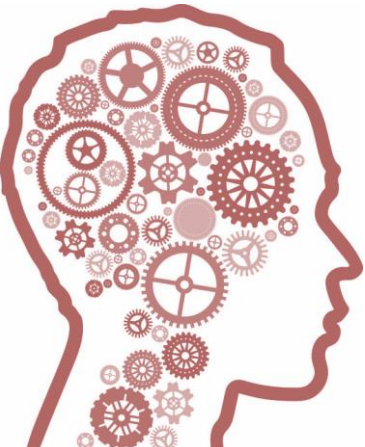
Defining Stress



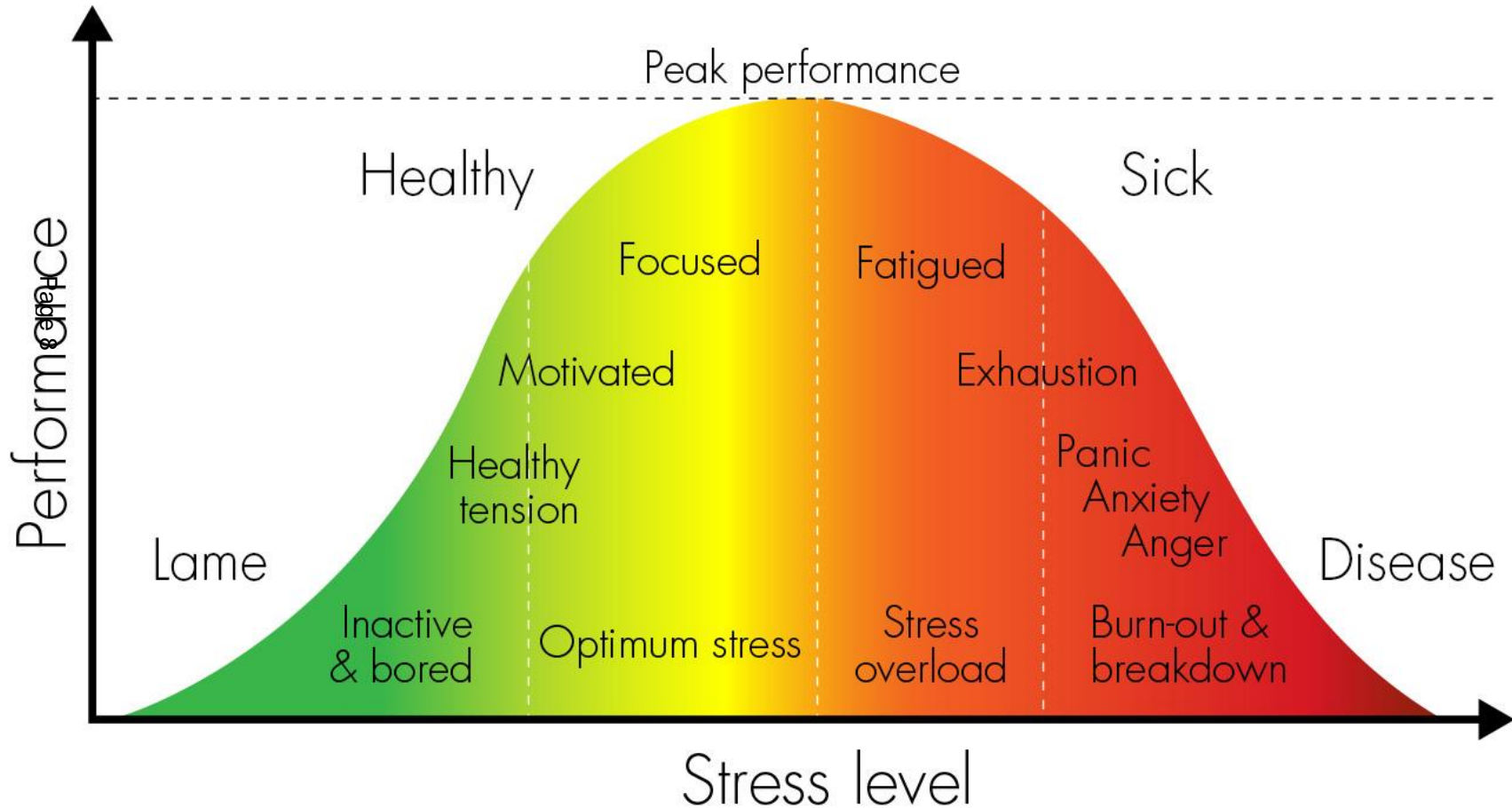
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“A state of mental or emotional strain or tension... resulting from adverse or demanding circumstances”

Oxford English Dictionary



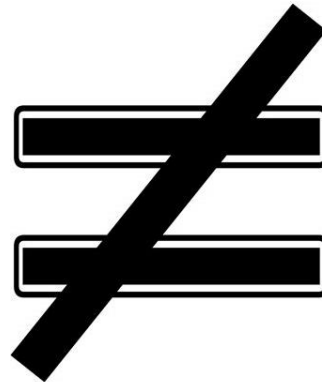
Stress and Performance



Defining Stress



Stress

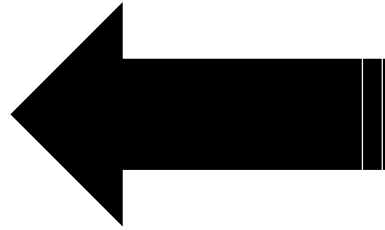


**Mental
Health
Problems**

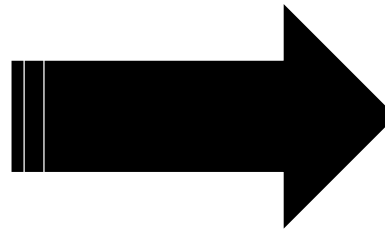
Defining Stress



Stress



Lack of
coping
resources



**Mental
Health
Problems**

'Sickness' Stress

Recognising 'Sickness' Stress



Psychological

- easily agitated
- emotional
- low self esteem
- racing thoughts
- memory problems

Biological

- struggling to sleep
- loss of appetite
- headaches
- frequent illness
- Stomach upset

Behavioural

- using drugs or alcohol
- smoking
- procrastinating
- eating more or less

Social

- withdrawing from others
- snapping at people leading to conflict

'Sickness' Stress



If you suffer with a mental health problem, such as anxiety or depression, seek help from your GP.

Causes of Stress

“Demands”



- *Work or study*
- *Lack of planning*
- *Parental/carer responsibilities*
- *Bereavement*
- *Low self-esteem*
- *Financial issues*
- *Relationship issues*
- *Drug and alcohol use*
- *Health issues*

Managing Stress - *Proactive*



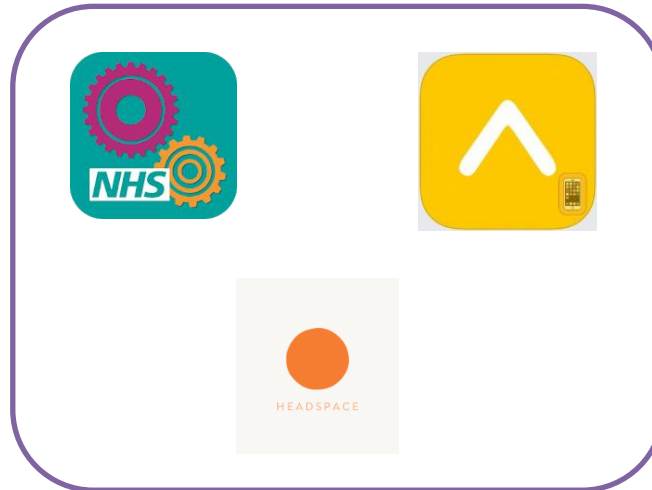
Use the acronym 'PLEASE master'

- **PL** treat **P**hysical **i**llness
- **E** **E**at healthily
- **A** **A**void mood-altering substances (alcohol or drugs)
- **S** **S**leep well
- **E** **E**xercise
- **Master** - plan and do something every day that gives you a sense of achievement or ability

Managing Stress - *Proactive*



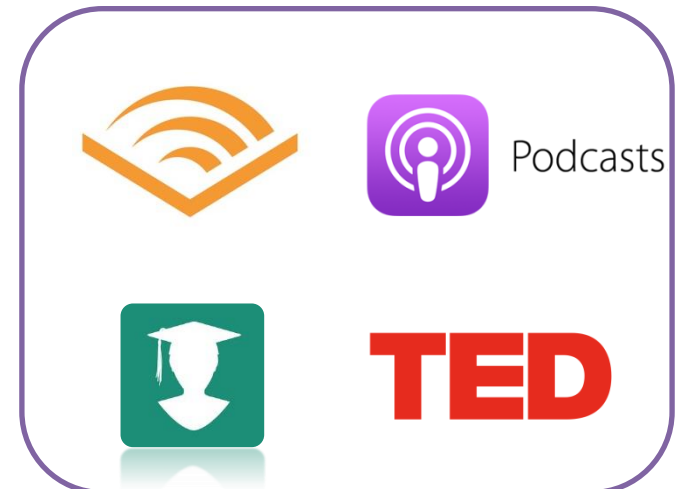
Wellbeing



Finances



Studying



Managing Stress - *Reactive*



Higher Stress
(physical reactions)

Grounding

- Use mindfulness skills
- Sensory tasks (e.g. favourite scent)

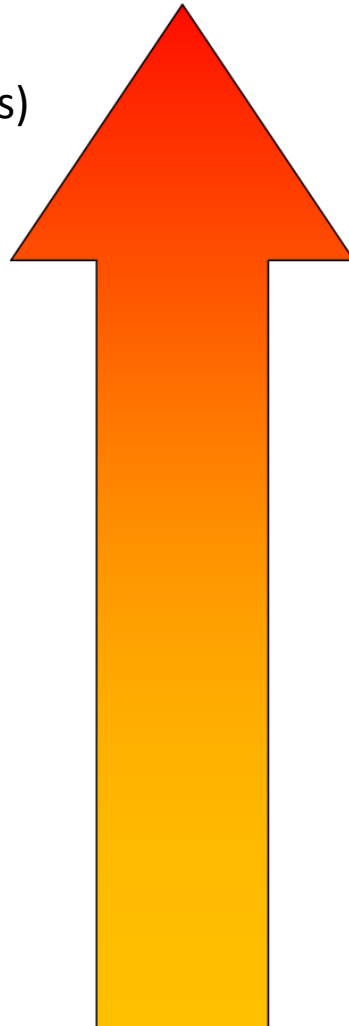
Relaxation

- Breathing Techniques
- Have a bath
- Listen to music

Distraction

- Puzzles & games
- Watch a film
- Read a book

Lower Stress
(mind reactions)



Getting Help

When to seek help



When you have tried the above management strategies

If you are struggling with responsibilities

If you are struggling with your mood

Whenever you feel you need help

Where to seek help



- Family and friends
 - Work colleagues
 - Life Links & Partners
- Samaritans/Other listening services
 - Apps
 - Support groups

Summary



- Stress is not always bad (it's what we do with it)
 - Keep an eye out for 'early warning signs'
 - Make sure we look after ourselves
- We don't need to suffer alone – support is available

Thank you for listening



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You can speak to us at the end if you prefer



RELATIONSHIPS

Mary Flynn and Paula Harris

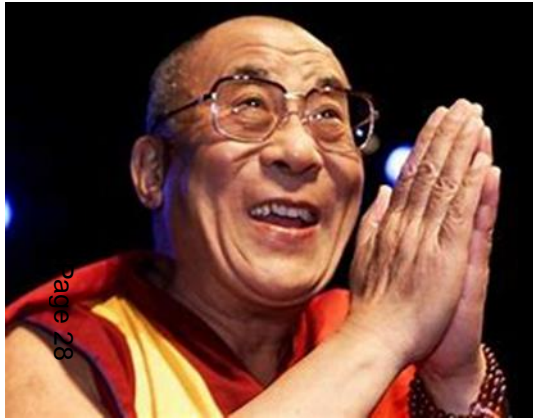
**“ The relationship
with yourself sets
the tone for every
other relationship
you have ”**

Robert Holden

It's important to evaluate the relationship you have with yourself. Ask yourself: Would you speak to someone else the way you speak about yourself?

**“ Caring for
myself is not self-
indulgence, it is
self preservation”**

Audre Lorde



"The creation of a more peaceful and happier society has to begin from the level of the individual, and from there it can expand to one's family, to one's neighborhood, to one's community and so on" ~ Dalai Lama

Time

Honesty

Listening

Thoughtfulness

Time

Presence

Fun

Empathy

Same
interests

Similar
backgrounds

Equality

Commitment

WIDER RELATIONSHIPS

- SWAMM (South Wigston All Minds Matters)
- First Time For Everything
- Open Hearts
- Chatty Cafe



Community Engagement Forum

Oadby and Wigston Borough Council working with the support of Pakistani Youth & Community Centre is to host a 12 week NOCN Level 1 Award in Community Development

Qualification Details

Code:	600/5069/X
Age Range:	14+
Level:	1
Credit Value:	6
Review Date:	31 July 2019 *
Sector Code:	13.2
Subject Category:	Education and Training » Direct learning support
Qualification Specification:	Download File
Link to Units:	https://www.nocn.org.uk/...
Funding Information:	https://hub.fasst.org.uk/...

*Please note: The 'Review Date' is not necessarily the end date of the Qualification. For more information please contact One Awards on 0191 518 6550.

Qualification Summary

What is the primary purpose of the qualification?

The primary purpose of the qualification is to support learners to the next level of vocational learning and then onto employment.

Who is this qualification for?

This qualification will enable the learner to enhance the effectiveness of their community development work either as volunteer activists, full or part time community development staff, or as personnel of organisations and services with a community development approach. The learner will gain underpinning knowledge for the practice of community development.

It is designed as an introduction to understanding community development, and is designed for young people and adults including those who want to progress to learning at a higher level or who are beginning to engage with community activities whether voluntary or in employment.

What prior qualifications/levels of attainment does a learner need to take this qualification?

A learner must be 14 years or over and have an active role in the learners' community and its development.

What is the content of the qualification?

The qualification has 3 mandatory units which cover:

- Community Development Values and Purpose
- Diversity, Inequality and Strengths in Communities
- Working with Community Groups
- The content gives a good introductory base for understanding communities and the importance of them in developing society.

WHAT COULD THIS QUALIFICATION LEAD TO?

Will the qualification lead to employment, and if so, in which job role and at what level?

The main focus for the qualification is for further study in a vocational area, which then progresses direct into employment. The learner will have options to move into a number of roles including working for community projects or organisations that have community liaison roles. The learner can also use this as an introduction to working as a volunteer in the community as well as paid employment.

Will the qualification support progression to further learning, if so, what to?

The qualification will support a learner to further their learning in areas such as the NOCN Level 2 Award in Information, Advice and Guidance or something that is more vocational based linked to community work such as a Level 2 Certificate in Health and Social Care. The learner can then move directly into employment.

If there are larger and/or smaller versions of this qualification at the same Level, why should a learner take this particular one?

This is an ideal introductory qualification to community development and can be used as a way of engaging learners back into education as well as into employment. There is a certificate level but this would be for learners who are more likely to want to develop into community project workers and specialise in community work.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by NOCN centres including:

- City of Bristol College
- Lincolnshire County Council
- Cornwall Neighbourhoods for Change

Identification of Interest Form.

If your community group or voluntary organisation is interested in identifying a candidate for this good practice intervention award please complete the form details.

A maximum of 12 places will be available. Dependant on interest, no more than 2 places will be allocated to any one Organisation or Group.

Name of Organisation / Community Group:

Address:

Age range over 14

Contact Phone Number:

Email:

Number of volunteers /staff who may be interested in this opportunity

Signed by Chair / Director of the Community Group/Voluntary Organisation: **Date:**

Return the completed form to: Community Engagement Officer

Oadby & Wigston Borough Council, Council Office, Station Road, Wigston. LE1 82DR

Email: veronika.quintyne@oadby-wigston.gov.uk Tel 0116 2572648