



BME SITTING & RESPITE SERVICE (PILOT)

DECEMBER 2020 - AUGUST 2021

BME Sitting & Respite Service

"First-of-its-kind culturally appropriate service in Derbyshire"

-funded by-

The National Lottery Community Fund



PREPARED AND PRESENTED BY:

**SUSHRI WELLS - SERVICE DEVELOPMENT CO-ORDINATOR
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jobcentreplus

DWP Department for Work and Pensions



Derbyshire Community Health Services
NHS Foundation Trust

THE NATIONAL LOTTERY COMMUNITY FUND



The National Lottery Community Fund is a non-departmental public body responsible for distributing funds raised by the National Lottery for "good causes". Since 2004 it has awarded over £9 billion to more than 130,000 projects in the UK. The Community Fund aims to support projects which help communities and people it considers most in need.

Over 80 per cent of its funds go to voluntary and community organisations, it also makes grants to statutory bodies, local authorities and social enterprises. The fund makes grants to projects working in health, education and the environment and the charitable sector. It funds projects in line with objectives set by the government but does not fund services which other parts of government have a statutory responsibility to deliver.

In the peak of the COVID-19 pandemic we decided to apply to the Community Fund for this pilot project. This service was much needed especially during a time of crisis. We believed the Community Fund was appropriate for this pilot project.

We wish to thank the National Lottery Community Fund for making a fifteen year dream into reality. We are eager to continue working with them to see how we can build a lasting and sustainable service for carers in Derbyshire in the BME Communities.

ABOUT LINKS CVS



Links is the short title of "Links: the Chesterfield and North East Derbyshire Council for Voluntary Service and Action Limited" (CVS).

Links provides support to voluntary organisations and community groups operating in the local government districts of Chesterfield and North East Derbyshire. Links also leads projects and works in partnership across a wider area of Derbyshire. Links is governed by a board of 12 representatives of voluntary groups and statutory agencies elected at the Annual General Meeting.

Links helps with free advice on starting a voluntary group, constitutions & legal status, policies and general group development, support and advice on roles & responsibilities of management committees, advice and support on human and financial resource management.

Links also support groups on funding matters such as identifying suitable funders, help with applications and guidelines and providing up-to-date funding news.

Links CVS supports Black and Minority Ethnic (BME) community groups. Through this work Links CVS has identified a critical need to support BME carers with a culturally sensitive Sitting & Respite Service to provide some degree of respite for the carers. It was also recognised that such a service may be best delivered through and with the support of local BME community groups.

Links CVS is a charitable company registered with Companies House and the Charity Commission as a Company Limited by Guarantee Registered in England & Wales No. 4294079, Registered charity No. 1089963.

ABOUT LINKS CVS



The governing body is a Board of trustees who are also Directors of the company. The Memorandum & Articles of Association allow for a minimum of 5 and a maximum of 21. There are currently 10 Board members, 3 are representatives from BME communities. Links CVS is committed to working in an inclusive way and welcome board members who are representative of the 9 characteristics as set out in the Equality Act 2010.

You can see a copy of the Memorandum & Articles of Association below https://www.linkscvs.org.uk/assets/linksmemo&arts_0.pdf

No person who is not a General Member or Individual Member of the Charity shall in any circumstances be eligible to hold office as a voting Board Member.

Representatives of groups and individuals can become members of Links CVS by completing a membership form. More information is available below <https://www.linkscvs.org.uk/membership.html>

The Board is responsible for ensuring that Links CVS is managed in accordance with the Memorandum & Articles of Association.

The BME Sitting Service is a project of Links CVS and is supported by a sub-committee which gives advice and recommendations to the board on the operation of the service.

Any decisions affecting the Sitting Service will be approved by the Board.

To ensure that the Sitting Service provides a culturally appropriate service which meets the needs of the BME groups the membership of the sub-committee is as follows:

- a) Representatives of the BME groups that are members of the Derbyshire BME Forum. (Voting)
- b) Staff member of the BME Sitting Service. (Non-Voting)
- c) Member of Links CVS staff. (Non-Voting)

The sub-committee works to an agreed Terms of Reference in line with the Memorandum & Articles of Association which can be found below

<https://bit.ly/3koNMAh>

BACKGROUND

Through this project Links CVS aimed to empower member organisations of the Derbyshire BME Forum to establish a culturally appropriate sitting service for vulnerable members of the diverse BME communities, as well as enabling them to design and create a trusted respite provision that would support BME carers to have a better quality of life.

This project has enabled Links to:

- actively engage with eight participating member organisations of the Derbyshire BME Forum in the planning and delivery of a culturally appropriate sitting service and day time respite provision for those who are in need of care which, hitherto, was non-existent in Derbyshire;
- connect existing sitting and respite providers, as well as relevant policy makers and training providers, with member organisations of the BME Forum to establish a service that is in full compliance with the current legislation in terms of vulnerable adult protection, so that an appropriate tailor-made programme can be devised to recruit and train interested BME individuals as care workers who could meet the unmet cultural and care needs of the diverse BME communities;
- support member organisations of the BME Forum to explore and choose a legal structure that will govern the future organisational development of the sitting and respite service as a social enterprise equitably and inclusively;
- provide business planning and marketing advice and consultancy support for the project including the development of a formal partnership agreement, a relevant staffing and pricing structure.

Additionally, the project aimed to develop a BME welfare advice and care advocacy service to help vulnerable members of the diverse BME communities and their carers to request for and undergo care needs assessments in determining their eligibility to access a personal budget or direct payment which will help them to pay for the sitting and/or day time respite provision, as well as any other welfare benefits which they may be entitled to apply for.

The people who benefitted from this service are vulnerable adults living with chronic illnesses and/or disabilities and their carers from the diverse BME communities. The difference the project aimed to make will be far-reaching in relation to the social and health inequalities faced by these people.

The carers and cared-for tend to experience poor quality of physical health and mental well-being due to being not knowing how the "system" works (often due to language and cultural barriers), not knowing how to apply for welfare support, being socially isolated, as well as being victims of racial injustice and discrimination including race and religion hate crime. With regards to the COVID-19 pandemic, we know statistically that BME communities have been disproportionately affected. In particular, those socially and economically disadvantaged members of the BME communities (the project's target beneficiaries) have been worse hit.



COMMUNITY INVOLVEMENT

We firmly believe in community engagement and that people understand what's needed in their communities better than anyone. We provide intensive support for BME groups individually outside the BME Forum. As well as carrying out consultation with members of their respective communities on a range of issues such as racial injustices, access to mainstream information and provisions. We aimed to identify barriers that prevent BME communities to fully participate in society, service gaps and any institutional prejudices that may exist within services provided by Derbyshire County Council and partner agencies including Health, Police and district councils.

Through the active involvement of the eight participating groups in the BME Forum, it is estimated that we regularly engage and consult with between 250 to 300 members of the diverse BME communities. The need for a BME specific culturally appropriate sitting and respite service has been identified by all of the groups involved in the BME Forum. In particular, such a need was generated by the challenges imposed by the COVID-19 pandemic.

According to the group representatives of the BME Forum, members of the BME communities have been under a tremendous amount of pressure in dealing with this unprecedented public health crisis; many of the vulnerable BME community members have been adversely impacted. Many have been suffering poor physical and mental health, especially those who have a language barrier problem. They are unable to fully understand what information and guidance the Government, the local Public Health department or other relevant statutory agencies such as the primary and secondary health providers are communicating/disseminating to inform and guide members of the public during the crisis.

Some communities (such as initially the Chinese and Southeast Asian and most recently the South Asian) have also been subject to racial abuse or attacks as a direct result of the pandemic. This has been exacerbated by some of the "unconscious bias" or indeed the racialisation of the pandemic being put out by some mainstream news and social media irresponsibly to stir up racial hatred towards particular BME communities.

As mentioned above, we strongly believe it is paramount that the project is fully and inclusively engaged with the eight BME community groups in the development and delivery of our project. We believe this is the only way to come up with solutions and take into consideration of all the relevant issues and needs of the target beneficiaries to tackle the identified problems.

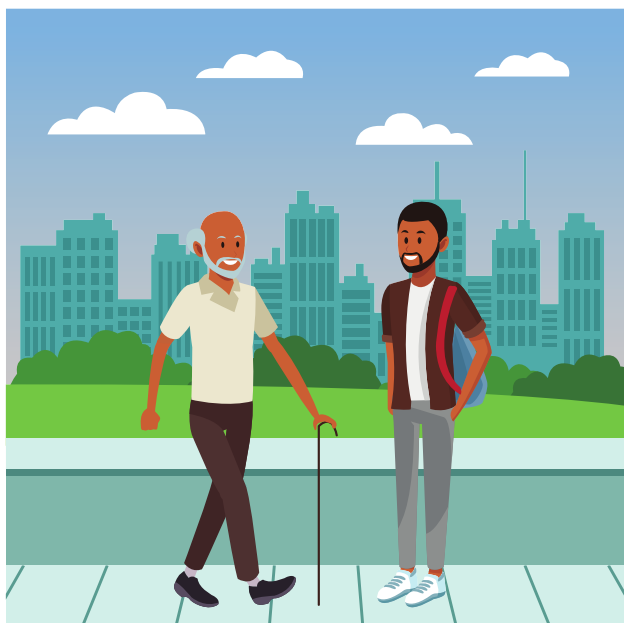
Our project aims to fully involve the diverse BME communities via the Derbyshire BME Forum. Links CVS developed and has been facilitating the BME Forum for over 15 years as a meaningful consultation mechanism to engage with the diverse BME communities in Derbyshire.



LINKS CVS & GAPS IN LOCAL SERVICES & PARTNERSHIPS

Links is best placed to carry out the project, because over the last 15 years we have developed a mutually respected and trusted working relationship with the BME groups involved in the BME Forum which represent ten diverse BME communities across Derbyshire. As mentioned above, member organisations of the BME Forum have identified and highlighted the increasing needs/service provision gaps within local services since the beginning the COVID-19 pandemic. The project aimed to fill such gaps by empowering BME community groups to take a lead in planning and designing the BME specific culturally appropriate sitting and respite service that would reflect the needs of the diverse BME communities in Derbyshire.

The project has complemented existing provisions by formulating a closer collaboration with mainstream providers and policy makers (such as the Adult Care Department at Derbyshire County Council and partner agencies) to ensure that the mainstream providers and relevant agencies have a clear understanding of our new culturally sensitive service and therefore make referrals when they come across BME service users and carers with specific cultural needs.



Further, the collaboration enhanced the effectiveness and quality of provisions locally in a more equitable and inclusive way, as well as to avoid unnecessary future duplication.

Before the project began we had already started a conversation with a range of agencies including service and training providers, as well as colleagues in the County Council and the Derbyshire Community Health Services NHS Foundation Trust. The Feedback was very positive and encouraging. The BME Forum were the key links that we had already established in the community that enabled us deliver the project and reach out to the project beneficiaries.

Links actively engaged with all organisational members of the BME Forum to ensure the project was led by the BME communities. Moreover, we aimed to involve other organisations such as existing mainstream providers both in the voluntary and statutory sector to ensure the quality standard of the new service, as well as the compliance with the relevant legislation and the protection of vulnerable adults.



ABOUT THE PROJECT



ABOUT THE BME SITTING SERVICE

Through our extensive 15-year history working with Derbyshire County Council's BME Forum, we determined that there was a severe lack of a service that catered to vulnerable members of the diverse communities within the BME Forum.

Links CVS worked closely with eight member organisations of the Derbyshire BME (Black and Minority Ethnic) Forum in the planning and delivery of this culturally appropriate sitting service and daytime respite provision for those desperately in need of respite.

We recruited eighteen sitters from the eight communities represented; African & Caribbean Community Association, Asian Association of Chesterfield, Chesterfield and North Eastern Chinese Elders Group, Chesterfield Filipino Community Association, Derbyshire Gypsy Liaison Group, North Derbyshire Refugee Support Group, Chesterfield Senegambia Association, and the Chesterfield Muslim Association.

The people who benefit from this service are vulnerable adults living with chronic illnesses and/or disabilities and their carers from the diverse BME communities. The difference our project aims to make will be far-reaching in relation to the social and health inequalities faced by these people.

They tend to experience poor quality of physical health and mental well-being due to being not knowing how the "system" works (often due to language and cultural barriers), not knowing how to apply for welfare support, being socially isolated, as well as being victims of racial injustice and discrimination including race and religion hate crime. With regards to the COVID-19, we know statistically that BME communities have been disproportionately affected by the pandemic.



"First-of-its-kind, culturally appropriate sitting service"

PROJECT SUMMARY

This service is unique in its cultural specificity and the provision of care that is holistic - not only through standardised qualifications but also through the careful selection of sitters to suit a varied gamut of cultural needs.

We at Links CVS have established rapport and relationships with the BME groups in Derbyshire that has facilitated the setting up of the service.

Links CVS connected existing providers, relevant policy makers and training providers, and member organisations of the BME Forum to establish a tailor-made programme that not only services vulnerable minorities but also provides the opportunity for employment and training for BME individuals as care workers.

This proposal is new in Chesterfield and across Derbyshire. There was no such service prior to this project currently available for vulnerable members of the diverse communities within the BME Forum.

The COVID-19 pandemic has laid undue stress on carers, making their duties complex as well as chipping away at their mental and physical health. Now is a crucial time in which to provide support and care towards these vulnerable members of our communities.

We need to assist their rehabilitation into a post-Covid world, after a year-and-a-half isolation from what used to be 'normal' life.

OUR GOALS AND OBJECTIVES

- To support carers by sitting with the cared for person in their own home, making sure they are comfortable and safe
- To provide the carer with an opportunity for respite within or outside the home
- To give a listening ear to carers

This service is unique in its cultural appropriation and the provision of care that is holistic.



OUR SCOPE OF WORK

Links CVS provided support and assistance to the BME member organisations in legal structure, organisational governance, business planning, marketing advice and consultancy support to provide the best possible chance for the programme's success.

To lead this project, Links has employed Sushri Wells, as a Service Development Coordinator. Her role and her prior experience working with the BME Forum member organisations will contribute greatly to the success of the project.

Such a collaboration will certainly enhance the effectiveness and quality of provisions locally in a more equitable and inclusive way, as well as to avoid unnecessary future duplication. Links CVS closely works with a range of agencies including service and training providers, as well as colleagues in Derbyshire County Council and the Derbyshire Community Health Services NHS Foundation Trust.

Every effort is being made to ensure that the project is led by the BME communities themselves, with ample support.

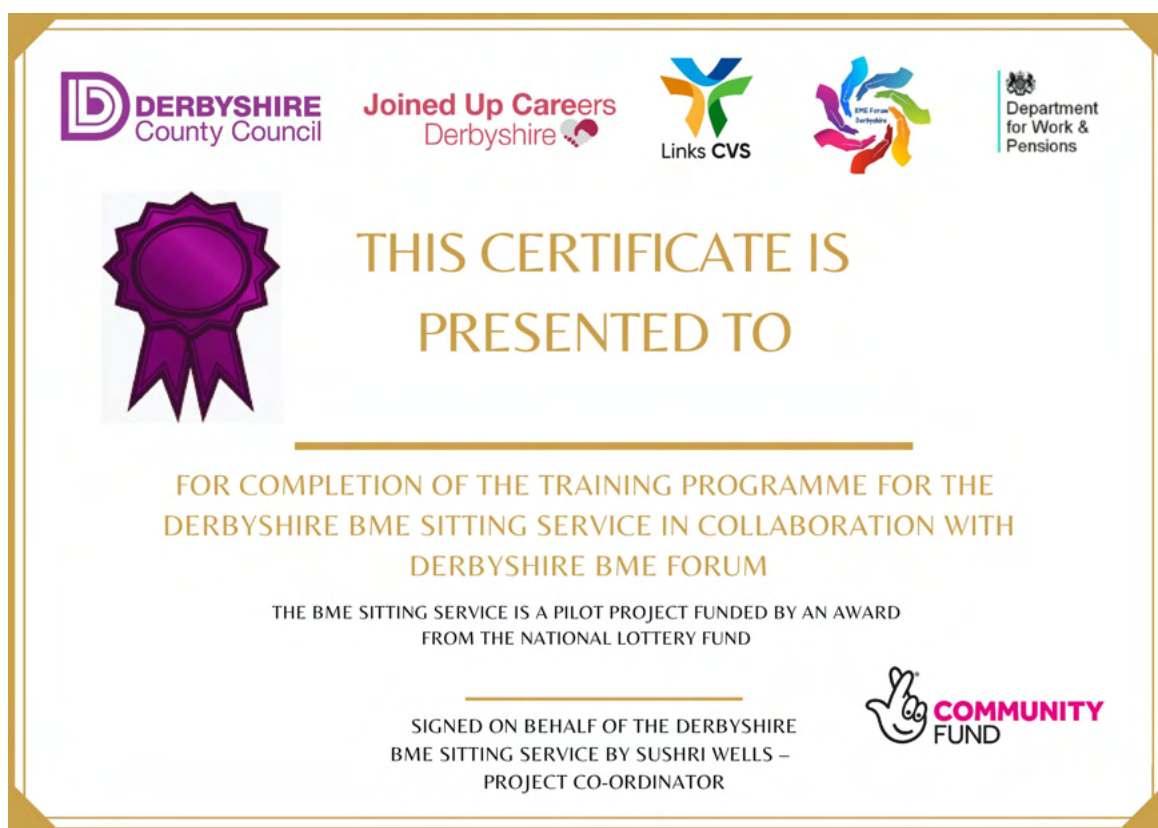
Our sitters were handpicked by the BME communities for the BME communities. These sitters have the compassion and culture of care and understanding that is the cornerstone of this programme.

The sitters came forward to help within their own communities, seeing the BME Sitting & Respite Service as a way to build and develop professional skills while also providing much need respite to members in their own homes and out in the community.

Our sitters were chosen specifically to suit the role which they would take up. By nature, they are caring, empathetic individuals who have a history of caring roles in some capacity. This was and is the only requirement at a basic level before they attain their qualifications and undergo enhanced DBS checks from Derbyshire County Council and first aid training from the Red Cross.



SITTERS TRAINING & E-LEARNING



ABOUT THE TRAINING

In partnership with Derbyshire County Council, Job Centre Plus and Joined Up Careers (Step Into Work Project), the sitters went through extensive training in twelve areas of vocational skills and qualification.

These include:

- Coronavirus - Dignity in Personal Care
- Falls Prevention Awareness - Direct Care Workers E-Learning (FC)
- Infection Prevention and Control - November 2020 (FC)
- Mental Health Awareness - Adult Care (FC)
- Moving and Handling Core Skills (FC)
- Safe Movement Principles (FC)
- Tissue Viability E-Learning (FC)
- Introduction to Safeguarding Unborn Babies, Children and/or Young People
- First Aid (British Red Cross)
- Relevant webinars

Joined Up Careers

Joined Up Careers Derbyshire brings together the NHS and local authorities to support the current and future health and social care workforce. Brian Grant (Step Into Work Project Manager) co-ordinated the training programme for the sitters.

Derbyshire County Council e-Learning Programme

The e-Learning pool was the hub of where the sitters did the training online.

DBS Checks

Each sitter undertook an enhanced DBS check which were provided by Derbyshire County Council, with Links carrying out the administration process.

MENTORING PROCESS



Grace Adekunle (Assistant Psychologist - Derbyshire Community Health Services NHS Foundation Trust) mentored the sitters once a month via Zoom. She was referred by Angela Stansfield from Job Centre Plus. Some of the topics she covered were:

- Employment
- CV's
- Interview skills



Grace Adekunle (Assistant Psychologist)

"I was very fortunate to be able to contribute to the BME Sitting Service pilot project as a mentor for current sitters. A core purpose of my role was to share my experience and journey in the Health and Social Care sector with sitters who may aspire to remain in or enter the sector after the project. Additionally, I facilitated discussions and explorations of factors related to employment.

The mentoring was delivered in three virtual sessions on a monthly basis. As our introduction, we discussed sitters' previous experience, their goals, and their values when supporting others. The sitters shared their previous successes and challenges in their work history. We also explored experiences of job searching including writing CVs and applications. I was able to share my CV as an example of what to include when writing a CV. We also explored experiences of interviewing in our final session including how to prepare for interviews.

The sessions were a great opportunity to take time out and reflect on how the sitters they were settling into their new roles. The sitters were very open and forthcoming with sharing their experiences and allowing these to be used for shared learning with their colleagues."

ID CARDS

The sitters were provided with ID Cards to enable them to start work. This helped the cared-for and carers feel confident that the Sitters had undergone the training and were qualified to do the job.



WELFARE RIGHTS ADVICE

Derbyshire Unemployed Workers Centre (DUWC) provided the training for sitters and advice on benefits for carers and the cared for person.

Andy Parkes - Assistant Co-ordinator from DUWC delivered the training session on 30th July 2021.

TRAINING COURSE DETAILS

PIP

- What is PIP (Personal Independence Payments) and who can get it.
- Two components and two rates
- The assessment process and how to claim

INTRODUCTION TO DIRECT PAYMENTS

- What is direct payment
- Who can have a direct payment

BENEFITS CHECKLIST

- Contributory benefit
- Non-contributory benefit
- Statutory payments
- Means-tested benefits
- Social fund payments



Andy Parkes - Assistant Co-ordinator



Derbyshire Unemployed Workers' Centres

Telephone: 01246 231441

Email: info@duwc.org.uk

1 Rose Hill East
Chesterfield
S40 1NU



ICT SUPPORT

Within the budget of the service each participating BME group received a laptop to support their full engagement. This enabled them to attend the Leadership Group meetings, participate in the e-Learning courses, mentoring sessions and carry out their admin tasks relating to the project.

Links CVS also hosted training sessions for the BME groups that did not have experience and knowledge on Windows software, Microsoft Office and e-mail clients (Outlook, Gmail, AOL etc.). This enabled them to adequately engage in the project.



PROJECT TIMELINE



The project was a six-month pilot funded by The National Lottery Community Fund (TNLCF). We hope to secure future funding and make this a long-term service that would be sustainable and have a long lasting impact throughout Derbyshire.

Seamless coordination between Links CVS, the community groups and government agencies involved contributed to the successful launch of the project on 10th June 2021. The credit rests with the dedication of the management committee as well as all the enthusiasm of all the community groups involved.

The project was originally scheduled to end on 31st May 2021, however due to COVID-19 restrictions we were unable to complete on time, therefore we requested an extension from The National Lottery Community Fund until 31st August 2021. The extension allowed the sitters to complete the thirteen week on-the-job experience as stipulated in the original project funding bid.

TASK	START DATE	END DATE
PHASE 01 RECRUITMENT	DECEMBER 2020	FEBRUARY 2021
PHASE 02 TRAINING, FIRST AID & DBS CHECKS	MARCH 2021	MAY 2021
PHASE 03 MENTORING AND ON-THE-JOB EXPERIENCE	JUNE 2021	AUGUST 2021

TESTIMONIALS FROM THE SERVICE USERS

"I am so happy with this service, my sitter brings a smile to my face and is so caring and considerate. It is a wonderful respite. The only time I get to rest is when my sitter arrives."

Mrs M - Old Brampton

"It is a very good service especially for clients living on their own struggling with their caring duties. You have started something worthwhile."

Mrs K - Chesterfield

"It is a good service, and I was very happy having Mildred over with me. Normally I don't put time aside for myself but Mildred being at home, I could take the opportunity to keep some time for myself and do what I like or sit back and relax or share a meal with her. I am happy with the sitting service."

Mrs J - Chesterfield



TESTIMONIALS FROM THE SERVICE USERS

"I think what the sitter doing it is very good idea because she helps me a lot as I am a disabled person. I need an extra hand and need help with some thing my husband can not do."

Mrs W - Chesterfield

"I have been so grateful for receiving the support from the sitters. I have recently had a stroke and also a fall. The sitters have been so helpful and give my carers a respite. I look forward to the sitter coming and having a chat with me as sometimes I do not get to see anyone else other than my 2 carers. It gives me immense happiness and I feel very secure when they come."

Mrs S - Walton



COMMENTS FROM THE BME GROUPS

The Asian Association of Chesterfield & North Derbyshire

"...it has been a timely opportunity for members from our Association to gain new skills, new certifications, all while bettering their mental health and feeling fulfilled in the work they are doing. The carers who availed of the service are extremely pleased as well."

African & Caribbean Community Association

"Although the Sitting Service is only weeks old, the massive positive difference it makes to the African and Caribbean community is apparent. The sitters are equipped with lifelong skills to support the community and our members who are vulnerable due to old age and/or restricted mobility now have more trained controlled care available to them. Acca hopes and prays for the project's longevity."

Chesterfield Senegambia Association

"The Chesterfield Senegambia Association feels very lucky to be part of the sitting service. It gave our sitters invaluable knowledge, skills, self-confidence, and the satisfaction of helping their community. It gives carers in our community much-needed respite and most importantly, significantly reduces the amount of time the cared-for has to be alone because the carer has to be away for some unavoidable reason. Massive thank you to the BME Sitting Service."



COMMENTS FROM THE BME GROUPS

Derbyshire Gypsy Liaison Group

"This service has given the carer the opportunity to do things that she could otherwise not do. Even simple things like going for a walk, gardening and meeting her friends. Her partner is entirely dependant upon on Ms P. so this service has also helped him see he can cope for a few hours without Ms P. being there."

Chesterfield Muslim Association

"We are very much in favour of the sitting service continuing in the long term. The present pilot project has been a great success and has potential to go a lot further if given reassurance and funding for long term commitments, it will give everyone involved confidence and encouragement that this is a project that can be taken forward in longer terms and not a something that's here today and gone tomorrow. I am sure all parties who are a part of this project will feel able to adjust and adapt things in the best way they can to support their individual members."

Chesterfield Filipino Community Association

"The sitting service project is a well tailored program suited for the members of the community who are supporting someone using the BME Sitting Service. Our member received every help from our sitting service worker from simply just having somebody to talk to and not to feel alone and lonely."



COMMENTS FROM THE BME GROUPS

Chinese Elders Group

"We have been extremely fortunate to be a part of this project, however the vast majority of our members are elderly and vulnerable therefore they were not happy for the sitter to come into their homes due to the COVID-19 situation. We hope to resume this service soon."

North Derbyshire Refugee Support Group

"Our group benefited from the service and the links have been maintained as friends. It has been helpful having the sitters from outside the family to help and also someone whose first language is Arabic but who is also fluent in English. In the future it would be good to find a male sitter for the group. It is not always appropriate culturally to have a lone woman act as a sitter."



COMMENTS FROM THE PARTNER ORGANISATIONS



Mick Evans (Senior Policy and Research Analyst)

"I've been lucky enough to work with Links on Derbyshire County Council's (DCC's) BME consultation and engagement forum for a number of years. Over the years the project has done much work to support BME elders and their carers to better understand the support available but also help commissioners to make services more culturally sensitive.

Culturally sensitive respite care has been highlighted as a key need within communities for a while. However, it has not been until the last 12 months that real progress has been possible driven by conversations and the collaboration of a number of individuals and partners keen to pursue a joint aim - providing opportunity for BME carers to be able to access a culturally sensitive sitting service in Derbyshire. The partnership, which has comprised Joined Up Careers, DWP, DCC and Links has worked hard since the Autumn of 2020 to make it a reality.

Whilst the initial aim was to provide some training opportunities for interested potential BME respite carers, the cross-discipline make-up of the group, leadership provided by Links CVS and the commitment of the trainees themselves has enabled the project to go far beyond this, with the 20 trainees successfully completing their course and going on to provide a pilot sitting service to BME carers locally.

I attended the launch event for the sitting service hosted by the Asian Association in June and was able to speak with quite a number of the sitters at that. It was clear that they were giving so much and had also gained so much including online skills, self-confidence, personal satisfaction, ideas about how they can take their training and caring further and all at time when giving their time in this way will have provided many extra challenges.

To be part of such a project has been truly inspiring and I'm so pleased I've been able to have been involved."

Jude Boyle - Commissioning Manager (Carers & Advocacy) - Adult Social Care & Health

"The BME Sitting Service Project is a real testament to partnership working across the system in supporting carers from our local BME communities.

The service sets out to provide a break and support a group of carers who face additional difficulties in their caring role and without such a service, would struggle to access culturally appropriate support.

There have also been so many unexpected benefits to those volunteering through the project as sitters, which has opened up additional opportunities for all involved."

COMMENTS FROM THE PARTNER ORGANISATIONS



Brian Grant (Step Into Work Project Manager)

"I am delighted as Step Into Work Project Manager, and as a part of Joined Up Careers, to have been involved in the partnership that has brought about a new Sitting Service for Derbyshire. The partnership was formed following an approach by Derbyshire BME Forum and followed a long period of discussions prior to the involvement of Joined Up Careers on the need for a respite service specifically targeted to meet the needs of BME communities and carers in the county. This was seen both personally, and by the Joined Up Careers team, not only as addressing a critical need in the provision of health and social care support, but also as fitting securely within the widening participation agenda and our efforts to broaden access for individuals to opportunities in the social care sector.

The initial approach to Joined Up Careers followed a successful partnership between Step Into Work and Derbyshire County Council through which training resources within the Learning Pool were made available for use within the Step Into Work training programme. The Step Into Work Project Manager again worked closely with Learning and Development staff within DCC to formulate a training programme that would prepare individuals for their role as sitters in delivering the service. This work evolved to include bespoke training webinars that were incorporated into the suite of e-learning courses, and that are now available as valuable resources that can be integrated into future programmes.

On both a personal and professional level I have derived great satisfaction and value from being involved in the pilot project as this is clearly an important and much-needed resource that offers support and companionship in a culturally sensitive manner for those who may find it hard to access this elsewhere or from mainstream provision. On behalf of Joined Up Careers I also hope for the continuation and expansion of the Sitting Service over the coming months. In anticipation of this, agreement is in place between Joined Up Careers and DCC to facilitate the training programme."



Angela Stansfield (Employer & Partnership Manager)

"The BME Sitting Service has been a very unique offer and I have been proud to be able to make some contribution to changing the lives of the participants. It has been developed through a committed partnership with excellent outcomes for those successfully completing. I hope it inspires the participants into a career in the wider Health & Social Care sector and that the DWP Mentoring Circle with Grace Adekunle continues to inspire them in the future."



Grace Adekunle (Assistant Psychologist & Mentor)

"It has been a great opportunity to learn about an important and much needed service in the local communities of the sitters. During the mentoring sessions, the sitters have been very forthcoming in sharing their experiences and how they connect with their roles. Overall, a very pleasurable experience to interact and connect with other organisations, and to contribute to a community effort."

CHALLENGES



COVID-19 CORONAVIRUS

As the project developed the sitters found challenges that they raised with us:

- ▶ Many of the sitters were not adequately literate in computer technology. Due to the pandemic we could not hold face-to-face training sessions which made it difficult for them. All of the e-learning courses and webinars were held online which they struggled with initially. This challenge was overcome thanks to the help from the Derbyshire County Council e-learning support team.
- ▶ Some of the sitters already had jobs and caring roles so it was difficult to attend the webinars that were tailored to the sitting service.
- ▶ After the training, once they were planning to start their sitting roles, the carers/cared-for were not yet confident about the sitters coming into their homes due to the pandemic.
- ▶ As most of the sitters had not yet received their COVID-19 vaccinations they were also not confident in starting work. We spoke to them and advised them to speak to their GP's and were so able to receive their vaccinations.
- ▶ Since the service was new the BME carers had no understanding about what the sitting service was. They hadn't previously had any culturally appropriate support prior to this project.



IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



Shruti Vispute - Centre Manager

"It is our immense pleasure to congratulate Links CVS for establishing such an important and timely BME Sitting & Respite Service. The BME Sitting Service has made an impact on several levels. It has not only made a huge difference in the life of carers but also to the skills set and profiles of the sitters. We have a few long-term carers who are elderly and have their own medical conditions to deal with, but they have been caring for their partners since many years. This culturally sensitive sitting service has brought a positive change in their everyday life.

There were many concerns and anxieties in the beginning amongst the carers. The first thought was whether it is for them or not?! Will the sitters be able to understand the issues carers have in their everyday caring roles; will the sitters have cultural sensitivity which is needed for an elderly carer – especially for women? Over the last 3-4 months all these concerns have not only been addressed but also led to building a new bond between the carers and sitters.

Perspectives of these carers have changed upside down. They are so happy with the sitting service now and do not stop dropping us a line every now and then.

Our carers Mrs. K. could not leave her physically and visually impaired husband. She had no time for herself or for her hobbies. Ever since the sitting service has started, she could restart her long-time pending gardening projects. She feels confident when the sitters take her husband for a walk so that she can get some time for herself, for her hobbies.

Another carer Mrs. J. shares that it was hard for her to get some time for herself or even to get the work like grocery shopping done while caring for her husband with dementia. With the help of sitters, she finds it easier to do it now and feels happy to enjoy a cup of tea peacefully when the sitters are around! She can now also attend our Luncheon club every fortnightly where she meets other members, chat, join in for craft activities, which provides her some respite.

Mrs. S. is more than 80 years old and has multiple health conditions. She lives on her own with no immediate family around. Having someone to talk to and be around for her gave her such a happiness. She looks forward to have sitters with her every week.

The sitters have brought smiles on the faces of carers.

The sitters come from different walks of life. Some of them have a training in administrative work, accounts, management, teaching to name a few. The training has given them a new set of skills and confidence to perform duties as sitters and build up their new profile in this much needed profession. All of them have decided to take advanced training as a sitter and continue working as a sitter. They have shared that this has been a rewarding work for them and they would take it up as a profession.

Thank you, Links CVS, for this pilot project and we at the Association would like to extend our support for the next phase of the sitting service project."

IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



ASIAN ASSOCIATION
Chesterfield & N Derbyshire

Mildred Gallon - Sitter

"It is very rewarding to see that Mrs K. and Mrs. J have been getting time to do stuff they haven't done in a long time example, Mrs K. has been able to catch up with her spring cleaning, odd jobs around the house and her gardening. Mrs J. has been able to sit down and enjoy a cup tea and a chit chat, and also been able to go shopping while I sit with her husband."

Mrs K. - Carer

"It was a bit unfortunate that this support for carers came during lockdown when Mr. K, classed as severely vulnerable and not just totally blind, was ordered to shield. I was focusing on his re-ablement and the house was not cleaned (still is not), the garden overgrown, paperwork in disarray etc. Mr. K's re-ablement had priority and included taking him for a walk at least 3 times a week weather permitting. Since this had to be in good weather in day light, it was at the cost of other chores also requiring the same conditions. So, a sitter taking him for a walk was much more helpful to me - enabling me to get on with tasks or have a nap.

Initially, Mildred and Kirti came to take Mr. K for a walk since he is totally blind. But, as I suggested, it was soon apparent that only one person was needed. Since Kirti lives on our development, she offered to take him for walks. Mr. K and I were very pleased with her input since she encouraged him to do stretching exercises, try and walk without the rollator, and use the long cane to gain confidence which he still lacks. Kirti's independent assessment and comments on the effectiveness of adaptations to Mr. K's rollator to help him navigate around obstacles, was also very helpful.

Seeing the progress made with Kirti's enthusiastic input, I have:

- enrolled Mr. K at Queens Park Sports Centre for two one-hour sessions per week in the gym - which should benefit his general health.
- asked for input from Sight Support Derbyshire to reable Mr. K to use the long cane more effectively. Unfortunately, they seem to think that Mr. K may not be safe walking with just the long cane alone but I have asked them to assess this in person instead of from my descriptions over the telephone. If they are unwilling to train him, I will do this myself.

Mr. K has enjoyed his walks with Mildred and Kirti, especially since I am too pushy and can be irritable and nasty when feeling tired and pressured. The sitting service also provided the opportunity to get to know Mildred who has helped me with non-strenuous or risky but time-consuming tasks in the garden. They are both lovely ladies and we hope to stay in touch. We wish them all the best in securing good employment to help them settle in Chesterfield.

The support for carers scheme is a valuable scheme filling a gap since Derbyshire County Council, Time Bank and other organisations suspended their activities during lockdowns. It was well timed for us since Mr. K was able to take advantage of it during the excellent summer weather we have had.

We would like to thank you and Links for organising this pilot scheme and look forward to hearing of further developments."

IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



ASIAN ASSOCIATION
Chesterfield & N Derbyshire

What has the project achieved and what difference it has made to the carer, cared-for and to your community?

The BME sitting service has made an impact on several levels. It has not only made a huge difference in the life of carers but also to the skills set and profiles of the sitters. We have a few long-term carers who are elderly and have their own medical conditions to deal with, but they have been caring for their partners since many years. This culturally sensitive sitting service has brought a positive change in their everyday life.

There were many concerns and anxieties in the beginning amongst the carers. The first thought was whether it is for them or not?! How safe will it be to have sitters in their houses? Will the sitters be able to understand the issues carers have in their everyday caring roles; will the sitters have cultural sensitivity which is needed for an elderly carer – especially for women?

Over the last 3-4 months all these concerns have not only been addressed but also led to building a new bond between the carers and sitters. Perspectives of these carers have changed upside down. They are so happy with the sitting service now and do not stop dropping us a line every now and then.

The sitters come from different walks of life. Some of them have a training in administrative work, accounts, management, teaching to name a few. The training has given them a new set of skills and confidence to perform duties as sitters and build up their new profile in this much needed profession. All of them have decided to take advanced training as a sitter and continue working as a sitter. They have shared that this has been a rewarding work for them, and they would take it up as a profession.

At a community level the project has been an eye opener for many carers. Those who were hesitant in the beginning are now happily referring the service to other carers from their friends and family network. Just as we were finishing the pilot project, we started getting calls from other carers if they can benefit from it. The project has proved itself amongst the community members.



IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



What strategic impact did the project make?

The project has created a baseline data from the BME community groups about the carers from their respective communities and what their expectations are from the sitting service. No other outsider agency without any sensitivity to the cultural aspect of care could have done it appropriately. This baseline data from this pilot project will prove as a guide to BME sitting services in other parts of the country.

Since in the Indian and other similar cultures caring is an assumed duty of a carer – often a wife for her husband or another elderly person in the household – it was hard to convince carers that they need respite, they need to look after their mental and physical wellbeing, they need to do something that they like instead of bearing the burden of caring in the house. But as mentioned earlier, the project has proved that what massive difference a sitting service and especially a BME sitting service can do in the otherwise miserable lives of carers.

Did the project manage to support the BME Communities in tackling challenges posed by COVID 19?

There is no doubt that COVID 19 has magnified the problems carers face in everyday life. Making the cared for person safer during the pandemic has added to the stress of carers. Any outside help that they could get at home, for example, cleaner or cook, stopped due to the lockdown. This increased their workload. Some of the carers who look after disabled family members had a hard time coping with their care duties as well as looking after food and hygiene of the cared for.

Many of the carers could not leave the cared for family members alone, so forget about getting time for themselves, they found it hard to even get regular supplies (including grocery) for the house. Shielding at home added to their social isolation and loneliness.

Some people have had services reduced as providers tried to ensure the most critical care was provided at a time when many care staff were unable to work. Other services – like care homes closed temporarily to new clients. Some services simply couldn't operate at all with the restrictions placed on them and closed permanently; as they could not guarantee the safety of staff or clients. Other services such as day care centres were suspended.

The COVID 19 pandemic has not only highlighted the increasing needs of carers but also helped identifying it. It has highlighted the need of a culturally appropriate sitting service whom the carer can approach with confidence and trust. Carers had nowhere to go and seek help. In this situation the sitting service has been a blessing for these carers and they strongly wish to continue it. Sitters were regularly tested for the COVID 19 virus. Therefore, carers felt safe to let them in the house. During lockdown and also when the restrictions started easing the carers could look up to the sitters for help and support, they needed. The sitters also directed the carers to the appropriate sources of help during the pandemic, for example, carers who were struggling to get groceries and cook healthy meals were referred to our Saffron Kitchen community meals project.

IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



Lily Marsh - Treasurer & Sitter

"The sitting service project is a well tailored program suited for the member of the community who are supporting someone using the BME Sitting Service. Our member received every help from our sitting service worker from simply just having somebody to talk to and not to feel alone and lonely. To have a break from the caring job and not to worry, and can get help from little task like help with shopping. They feel more happy and relax as the carer to have a member of the community whom they trust and understand what they need from our Sitting Service key worker."

Virginia Booth - Sitter

"I am so thankful that through e-learning I gain a better understanding of how to support carers. Attending the first aid course was a massive challenge for me, wrapping a wounded person reminds me how to do it properly. Regarding our weekly sitting services, I had good feedback from the carers since they got some respite for a 6 hours per week. They were very thankful that their mother has somebody to talk and sit with. She had a smile on her face every time she saw me coming. Giving a friendly care and a little bit of help means a lot to them. I sincerely thank you for giving us opportunity to learn and work in Derbyshire, a big thanks to Ms. Lily Marsh and especially to Links."

Susie Pettitt - Sitter

"During my sitting service, both the carers and client are happy and satisfied because of the big help rendered by the service, since they are being relieved and have time to relax even for just a short six hours a week. Simple support like offering meals and drinks or sitting down talking with the carer/cared for to ease their agitation significantly impacts them. They are so thankful for this project and hoping it will be continued. The E-learning course is simple and easy to follow; it has been helpful, and I learned a lot; thus, it equipped me with the needed knowledge and information required for the job."



IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



What has the project achieved and what difference it has made to the carer, cared-for and to your community?

As a sitter it gives me a hands on application on the knowledge gained from the training. As for the cared for it gives me a chance to support and help them mentally and physically. As for carer it gives them a break and time for themselves while I'm with the person they cared for.

The project has a very positive outcome both from cared for and the carer and one of which is for the carer having a few hours away from the person you cared for doing different and have a personal time spent for her/himself instead. Same goes to the person you cared for can benefit from spending time with someone aside from the carer.

The community is now more aware that we have qualified trained Sitting Service Worker and now getting more member interested to do the e-Learning Sitting Service in future.

What strategic impact did the project make?

The project help the sitter be aware that caring is a complex experience that can impact on all aspect of the cared-for's life.

Develop the caring skills required to be efficiently perform the task and gain practical understanding of the caring/sitting service provided. The member who uses this service, their carers and remain the centre of all the aspect of our service. The trust we gained help them to continue to encourage and enable us to work with them.

Did the project manage to support the BME Communities in tackling challenges posed by COVID 19?

The project manage to support the BME Communities in tackling the challenges posed by Covid-19 by adhering to the Covid-19 restrictions by following the safety protocols implemented by the government like using/wearing PPE that was supplied, social distancing and doing necessary actions to prevent cross contamination as much as possible. Having the training govern properly in accordance with the Covid restrictions help us to support the cared-for properly and efficiently.

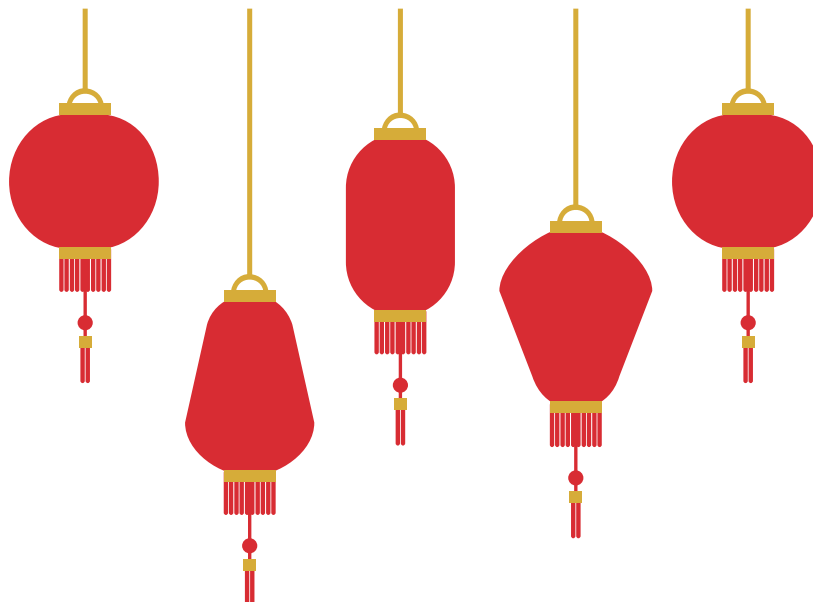
IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



The Chinese Elders Group have been involved in the Sitting Service and have one trained sitter. Unfortunately the sitter has not been able to sit for the carers due to a lack of confidence of the cared-for because of the COVID-19 pandemic; the carers who are caring for vulnerable adults were reluctant to have the sitter visit their homes despite the sitter having adequate PPE and regular tests.

The sitter however was giving regular support via the telephone and email.

The group have a commitment to resume the service once all of their members have been vaccinated and restrictions are fully relaxed.



IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



Bethany Morris - Sitter

"I have been sitting in for Ms P. so she has a break from caring for her partner who is severely physically disabled as she is really struggling. She has said since I have been doing this weekly it has really improved her mental health and helped her be a better Carer for her partner. She has no other support and in her words it's a 'tonic' to have this service. It gives her a well deserved break and also has improved her relationship with her partner as they were at breaking point due to Covid and not receiving any respite for herself or her partner. This service has given her the opportunity to do things that she could otherwise not do. Even simple things like going for a walk, gardening and meeting her friends. Her partner is entirely dependant upon on Ms P. so this service has also helped him see he can cope for a few hours without Ms P. being there. He was quite anxious on the first two sessions but now he really looks forward to it also as he cannot leave the house much due to his disabilities. It has improved their relationship and I am so very happy to be of help and to help them both have more fulfilling lives."

Mrs. M - Carer

"Thanks ever so much I don't know what we would do if you all wasn't around to help it helps take the burden off it does."



IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



What has the project achieved and what difference it has made to the carer, cared-for and to your community?

The client looks forward to the weekly chats and she can hear what is happening in rest of community and actually for me I can take time out as well as usually am pretty busy, being able to have a chat (and to the carer as well) is really good. We have been able to pick up on any problem which may escalate for example we realised she was double dosing with a particular tablet and were able to advise the PA to now take over the tablets. Derbyshire Gypsy Liaison Group bought a diary tray for her so that with the help from PA she doesn't get confused.

What strategic impact did the project make?

This work along side a report that we undertook on dementia has meant that elder peoples needs are been thought about and considered (usually out of site and mind) elder needs are often overlooked.

Did the project manage to support the BME Communities in tackling challenges posed by COVID 19?

Very important as we worked in sitting with weekly trips, we arranged covid vaccines for carers and those that were being cared for including ourselves.

The elder lady I sit for was extremely suspicious of the jab but had it when I had mine in front of her, the knock on effect for other family members was good and most had the vaccine .

We were able to give updated news about C19 as it came out and try and counteract some of the negatives of facebook and social media.



IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



What has the project achieved and what difference it has made to the carer, cared-for and to your community?

This enabled 3 members to be qualified as sitters and also gave them DBS and First Aid certificates which enhanced their role within the project and at other events. The feedback from the cared for was that they enjoyed it and really benefited from the contact and the links have been maintained as friends.

The two older women became more confident as they could see the example of the younger women sitters and also because they could assume the role of older relative as both sitters did not have any living in this country and share their experience which validated them. Trust was built, one sitter said the woman she sat with was always smiling, and the sitters were able to act as advocates eg accompanying one to a dentist appointment which she noticed went better as a consequence of her wearing her ID badge than when she had simply helped translate at a previous visit.

One sitter also supported a single mother with a 12 year old boy with autism. This meant the mother could go out and spend time with her other son and also do practical jobs like shopping without additional stress. The boy responded well to the sitter and did as he was told even if he did not talk.

What strategic impact did the project make?

The strategic impact has demonstrated that although there are few in the community at present that would need a sitter there will be in the future and the role has been recognised so that maybe people will not be too proud to ask. It has been helpful having someone from outside the family to help and also someone whose first language is Arabic but who is also fluent in English. In the future it would be good to find a male sitter for the group. It is not always appropriate culturally to have a lone woman act as a sitter. The project has also initiated visits between carers/cared for by using project volunteers who can drive and this will lead to less isolation and more support.

Did the project manage to support the BME Communities in tackling challenges posed by COVID 19?

How did Covid affect the project? Firstly a lot of the sitting was by phone, this helped as it is easier to get to know each other on the phone first before visiting the home and to be explain the project so people were not too proud to access it. Secondly due to the extreme vulnerability of a teenager she did not return to school when it reopened so one sitter did a lot of support with homework and even conducted her GCSE Food Technology exam at her house. Both roles her parents could not do- lack of fluent English and also not qualified as a teacher and related so would not have been allowed to do the exam. All the families were worried at first about Covid but less so now everyone has been vaccinated. An older woman said she "was in the hands of God."

IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



AFRICAN & CARIBBEAN
COMMUNITY ASSOCIATION

What has the project achieved and what difference it has made to the carer, cared-for and to your community?

The project achieved the easing of the lives of both the Carers and the cared for. The service recipients, not named for data protection reasons, found the service most useful, the sitters enabled the Carers to enjoy most needed quality respite, carry out errands such as grocery shopping and attending to other matters of import. The cared for benefitted from the freshness that change brings without interruption to their care, made new relationships and engaged in useful conversations with someone they identify with culturally, morally and in some cases religiously. Another positive impact the sitting service project has in the community is that the new found skills and knowledge of the sitters and the positive impact they make to people's lives inspired and motivated few others who are potential sitters themselves.

What strategic impact did the project make?

Strategically, one of the impacts of this great project is the peace of mind, positivity, and assurance it gives to care receivers in our community, knowing that should their carers become unable to be there, there is someone who they are already acquainted with, trained, able and ready to step in.

Did the project manage to support the BME Communities in tackling challenges posed by COVID 19?

The project did support the African & Caribbean community in tackling a challenge posed by Covid-19 in that caregivers who for reasons such as isolation, waiting for a Covid test result, and or lack of personal protective equipment could not provide care, were replaced by the sitters, albeit for few hours, they translated into great help.



IMPACT OF THE SITTING SERVICE ON MEMBERS OF THE BME COMMUNITY



Chesterfield Senegambia Association

What has the project achieved and what difference it has made to the carer, cared-for and to your community?

The BME Sitting Service project continues to help to nourish and grow the culture of care introduced in the Chesterfield Senegambia Association when it was formed. The sitters complimenting the work of the carers gave the carers encouragement, a feeling of appreciation, and a seal of approval if you like; energising them to continue providing high care quality. That high care quality, in turn, improves the quality of life of the cared-for. One such care recipient now enjoys proper home-cooked traditional Gambian dishes that the sitter cooks for him. The project also jells together our community as most of us do not have extended family and relatives here, we dependant on the community for that missing aspect of life.

What strategic impact did the project make?

Amongst the strategic impacts of the sitting service is that it did boost the collective capacity of our community to self help and look after one another. And also increased the ambition and self belief of the sitters in what they can achieve and how much they contribute to their society. One sitter Mengeh told me " this is not the end but the beginning, I am going for NVQ level 2 in care.

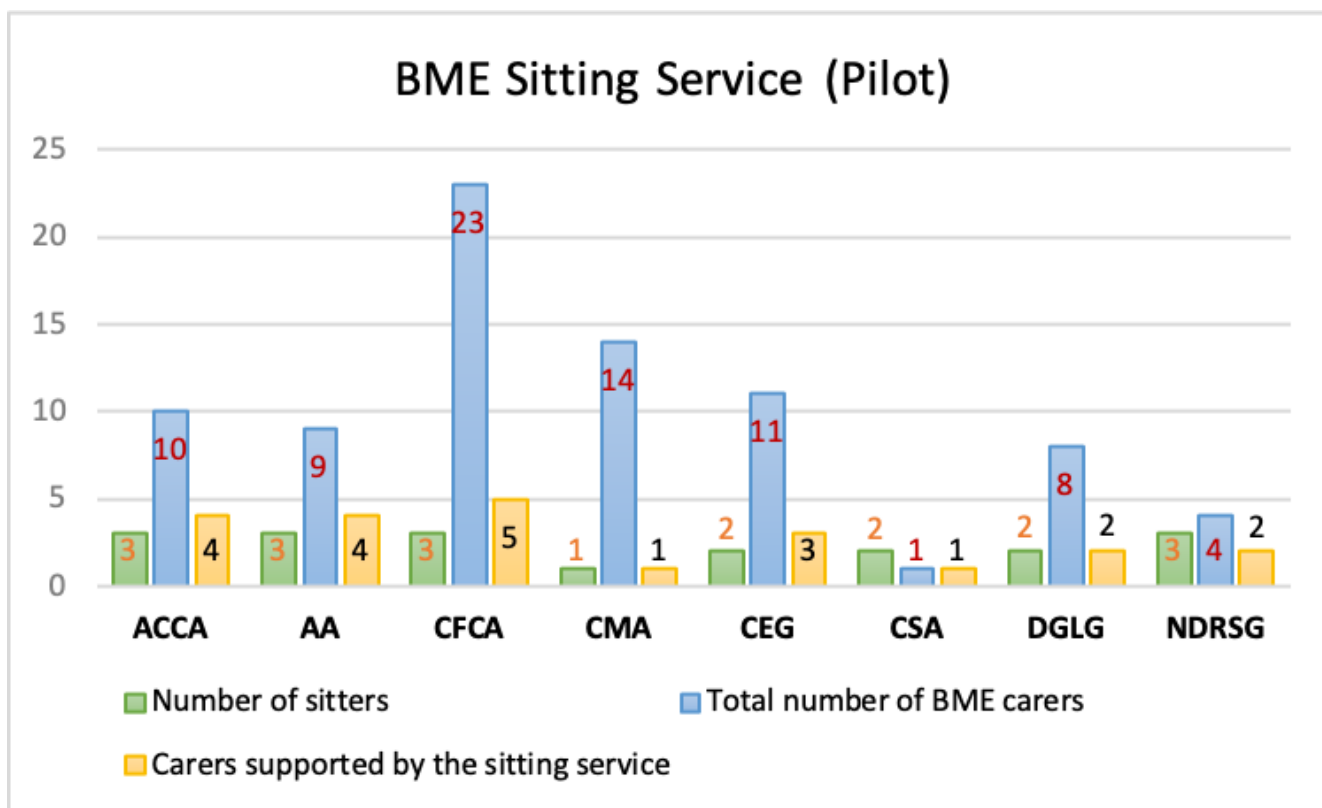
Did the project manage to support the BME Communities in tackling challenges posed by COVID 19?

The project went quite a way in supporting our community in tackling some challenges posed by the pandemic such as providing relief, support listening ear, companionship and where appropriate a second opinion to the cared for individuals and their families, in effect being a remedy against isolation, loneliness and anxiousness.

However some of our community members expressed their wish and desire to see the sitting service project expanded to include child care. As a lot of families are children with only their parents, and in some cases one parent, with no extended family here such as grandparents and uncles/aunts, with the high cost of child care, they do struggle with child care challenges.

We hope and pray for the continuation of this very beneficial service.

STATISTICS



Derbyshire BME Population (2019)

From the Pilot Project has clearly evidenced that there are many BME carers, and cared for people, that will benefit from the support of a long term Sitting Service. Data from the ONS dated 2019 indicates that there is upwards of 33,000 BME people living in the Derbyshire area.

District	BME Total	Mixed	Asian	Black	Other
Amber Valley	4488	1208	1021	279	147
Bolsover	3049	721	712	294	18
Chesterfield	5452	1262	1812	850	145
Derbyshire Dales	2188	567	446	93	48
Erewash	5417	1596	1515	547	143
High Peak	3529	1160	771	185	98
North East Derbyshire	3127	1020	850	264	154
South Derbyshire	6451	1480	2873	472	269
Derbyshire	33703	9014	10000	2983	1023

Source: Population Statistics Division, Office for National Statistics, 2019

RESEARCH FINDINGS

During the project's inception research was undertaken to find if any similar projects already existed elsewhere in the country. As far as we are aware there isn't and yet the need is there.

After undertaking online research, documents/reports were found saying there is a great need for such a service and yet no service had ever been developed.

The Derbyshire BME Sitting & Respite Service Pilot Project appeared to be the first one set up in the country. Links CVS would be happy to share experience and knowledge with other organisations in other regions that may wish to set up a similar project.

Key points from Iriss Insight 7 document: improving support for black and minority ethnic (BME) carers (27 May 2011)

- BME carers face particular difficulties in accessing and using support services, over and above those experienced by white carers
- Low uptake of services by BME carers cannot be attributed to their lack of interest in receiving support
- Many BME carers are unaware of the services that exist to support them
- A lack of language-matched information is perceived by BME carers to be among the greatest barriers to accessing services
- There is a need for culturally competent services, based on culturally appropriate and language- matched assessment processes
- Planners and providers of health and social care services have a legal duty to offer services that are accessible and appropriate to all sectors of the community, irrespective of ethnic origin
- Recent studies have found that BME carers fail to access support because they are often unaware that such support exists.
- Research also indicates that support is hampered by the enduring and unfounded views of social care and health service providers who believe that ethnic minority families do not require support because there is sufficient help within family networks

There is also some research suggesting that black and minority ethnic carers are more likely to find services insensitive to their needs. Black and minority ethnic carers are more likely to say they were unlikely to use services, not only because they were unaware of them but also because they found them too expensive and too inflexible (Yeandle et al., 2007).

LACK OF SERVICE RISKS

What is the risk of not have a culturally sensitive sitting service in Derbyshire as provided in the pilot?

The lack of a culturally sensitive sitting service would have a detrimental effect on the physical and mental health and well-being of the carer and cared-for.

This may have an impact on:

- Being able to remain in their home setting and financial burdens (e.g. ending up in a nursing or residential home)
- Burden on the NHS (e.g. more likely to end up in hospital or need treatment)

A FUTURE VISION



The outcomes and benefits of the Pilot Project clearly show that a Sitting and Respite Service tailored in this way has massive benefits to the BME community and to social services that are all too often over-stretched.

It is also very clear that Service delivery by the local community is highly effective. Links CVS believes that the Service has potential to expand significantly. The feedback and evidence from the Pilot Project strongly supports this.

From a strong foundation developed in the Pilot Project, Links CVS has prepared plans for the Service to be established as a long term service for the community. The Pilot Project has provided invaluable experience that has been applied to the long term planning. The Pilot Project is currently operating with eighteen sitters for thirty six carers.

Our plans are based on the following broad parameters, initially over a three year period.
Year One - increase sitters to twenty-five and carers to sixty
Year Two - increase sitters to thirty and carers to seventy
Year Three - increase sitters to forty and carers to eighty

Progress in relation to yearly plans will be closely monitored and plans refined where appropriate. Annual reports will be prepared and published providing full details of the Service, including outcomes, benefits, costs, issues and so on.

A full review and report of the Service would be conducted and produced no later than three months prior to the end of the third year. This report will also contain recommendations and plans for the long term future of the Service. During Year One Links CVS will examine and report on the feasibility of establishing the Service as a social enterprise. Conceptually this could be governed by a board representing a cross-section of stakeholders and funding institutions.

BEYOND THE PILOT

The problem we are facing now is that the current pilot funding ran out on 31st August 2021. Links is working closely and tirelessly with the participating BME groups in the pilot as well as the wider BME forum to evaluate the outcomes of the pilot and formulate a 5-year business plan for future development.

Links has been in discussion with the National Lottery Community Fund regarding the potential of submitting a bid to their Reaching Communities Funding Programme. The initial impression has been positive and encouraging subject to the final project evaluation report and business plan. However, it usually takes up to 9 to 12 months to apply to the Lottery and any other major funders.

Therefore, Links is working very hard to secure an interim funding to sustain and consolidate what we have achieved so far and to keep the momentum of the carers, their cared for and the sitters going. The impact of no interim funding will be devastating and could lead to further social isolation and deterioration of physical and mental health of BME carers and their cared for. It could potentially cost the County Council Adult Social Care and the NHS in Derbyshire a lot of money in the longer term. It will also highlight the failure of the Joined Up Care Derbyshire to meet the health and social care needs of the culturally diverse BME communities. It is essential that the BME Sitting Service should be deemed as part of the mainstream solution to address health and social care disparities and inequalities experienced by the BME population.

The Options

Option A: Securing a 12-month interim funding to sustain and consolidate the service from the following: Derbyshire County Council Adult Care, Derby and Derbyshire Clinical Commissioning Group (DDCCG) and/or Joined Up Care Derbyshire (JUCD) as an Integrated Care System in Derbyshire from 1 January 2021. As cited in the existing health and care priorities of the refreshed plan of Joined Up Care Derbyshire, it clearly demonstrates Derbyshire's commitment to the ambitions set out in the national NHS Long Term Plan and outlines how JUCD intends to implement these locally. Two of its key focus are as follows:

- Addressing inequalities and population health management
- Working with people not just patients - a focus on wellbeing not just ill health.

(Source: <https://joinedupcarederbyshire.co.uk/about/our-plans>)

Financial implication:

The interim funding request for 12 months is £49,802.12. It is based on the financial forecast (budget) as detailed in Appendix A.

Pros and Cons

Pros: The advantages of having the interim funding from Derbyshire County Council Adult Care, Derby and Derbyshire Clinical Commissioning Group, and/or Joined Up Care Derbyshire are that Links in partnership with participating BME groups will be able to sustain and consolidate this unique culturally sensitive Sitting Service in Derbyshire. The service will continue to meet the health and care needs of the diverse BME communities that no existing mainstream provisions could do. The service will continue to act as a key contributing factor to help maintaining the physical and mental health and well-being of BME carers and their cared for. It will help to reduce social isolation, health deterioration and promote independent living for BME carers and their cared for. This will subsequently reduce the preventable demand of severe health and care services in Derbyshire and saving the local authority and DDCCG a lot of money. More importantly, it will help JUCD to achieve two of its key priorities listed above.

Cons: There are no clear logical disadvantages of not pursuing this option, other than a time-expired financial allocation as proposed in the budget.

BEYOND THE PILOT

Option B: Do nothing in the interim 12 months.

Financial implication:
None

Pros and Cons

Pros: There are no clear logical advantages of not making the investment. It will be a missed opportunity to tackle health and social care inequalities including barriers preventing BME carers and their cared for to access support and provisions which can help prevent physical and mental health deterioration.

Cons: This do nothing option will cost Derbyshire County Council Adult Care, Derby and Derbyshire Clinical Commissioning Group and/or Joined Up Care Derbyshire a lot more money in providing more serious health and care provisions in the long run.

Recommendations & Conclusions

It is strongly recommended that Derbyshire County Council Adult Care, Derby and Derbyshire Clinical Commissioning Group and/or Joined Up Care Derbyshire make a time-expired financial investment to support this unique and outstanding culturally focussed BME Sitting Service to explicitly demonstrate their commitment in addressing inequalities and population health management, as well as working with people not just patients - a focus on wellbeing not just ill health. Above all, this time-expired investment will put Derbyshire at the forefront of the social inclusion and racial equity agenda.



PARTNERSHIPS & COLLABORATIONS

OUR PARTNERS WHO MADE THIS PROJECT SUCCEED



We would like to thank The National Lottery Community Fund for making a fifteen year dream into a reality. We are eager to continue working with them to see how we can build a lasting and sustainable service for carers in the BME communities.



Thank you to the Derbyshire Black & Minority Ethnic (BME) Engagement Forum for their active participation in the pilot project.



Thanks to Mick Evans (Senior Policy and Research Analyst) and Jude Boyle (Commissioning Manager, Carers and Advocacy) for their advice and guidance.



Thanks to Brian Grant (Step Into Work Project Manager) who co-ordinated the online e-learning programme for the Sitters.



Thank you to Angela Stansfield, Employer & Partnership Manager at Chesterfield Job Centre Plus for her advice and guidance on HR issues and mentoring process for the sitters.



Thank you to Grace Adekunle, Assistant Psychologist at Derbyshire Community Health Services NHS Foundation Trust for mentoring the sitters.



Thank you to the British Red Cross for providing first aid training to all of the sitters.

PARTICIPATING BME GROUPS



AFRICAN & CARIBBEAN
COMMUNITY ASSOCIATION

African & Caribbean Community Association

Telephone: 01246 208052

Email: accchesterfield@gmail.com

Website: accchesterfield.org.uk



ASIAN ASSOCIATION
Chesterfield & N Derbyshire

Asian Association of Chesterfield & North Derbyshire

Telephone: 01246 297452

Email: asianassociation@obtmail.com

Website: asianassociationchesterfield.org



Chesterfield Filipino Community Association

Telephone: 07576 936261

Email: lilinarag@hotmail.com

Website: chesterfieldfilipinocommunityassociation.org.uk



CHESTERFIELD
Muslim Association

Chesterfield Muslim Association

Telephone: 07405 886946

Email: mrrazaqcm@gmail.com

Website: chesterfieldmuslimassociation.org.uk



Chesterfield & North Eastern Chinese Elders Group

Telephone: 07578 082602

Email: blisa8181@gmail.com

Website: chesterfieldchinese-elders.org.uk



Chesterfield Senegambia Association

Telephone: 07894 439244

Email: habstiti@yahoo.com

Website: chesterfieldsenegambia.org.uk



Derbyshire Gypsy Liaison Group

Telephone: 01629 732744

Email: info@dglg.org

Website: dglg.org



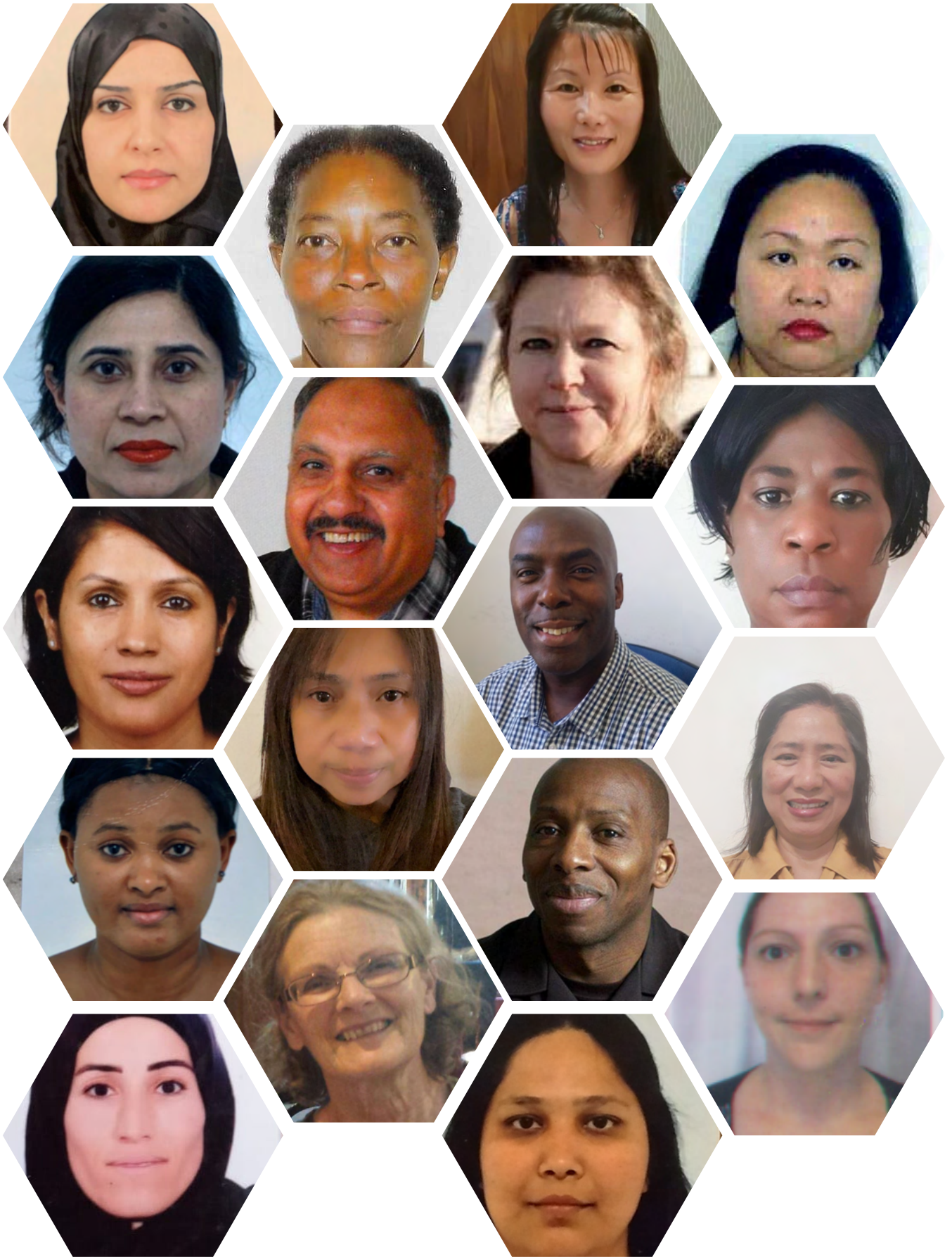
North Derbyshire Refugee Support Group

Telephone: 07490 440433

Email: anysandill141@gmail.com

Website: northderbyshirerefugeegroup.org.uk

OUR SITTERS



STAFF & TEAM MEMBERS



SUSHRI WELLS
SERVICE DEVELOPMENT
CO-ORDINATOR



JAMES LEE
CHIEF EXECUTIVE



JON WYNN
ADMINISTRATION &
INFORMATION WORKER

Sushri Wells

Service Development Co-ordinator

Sushri has been working with the BME groups based in Derbyshire for more than six years due to which she was the most suitable candidate for set up and run this project.

Jon Wynn

Administration & Information Worker

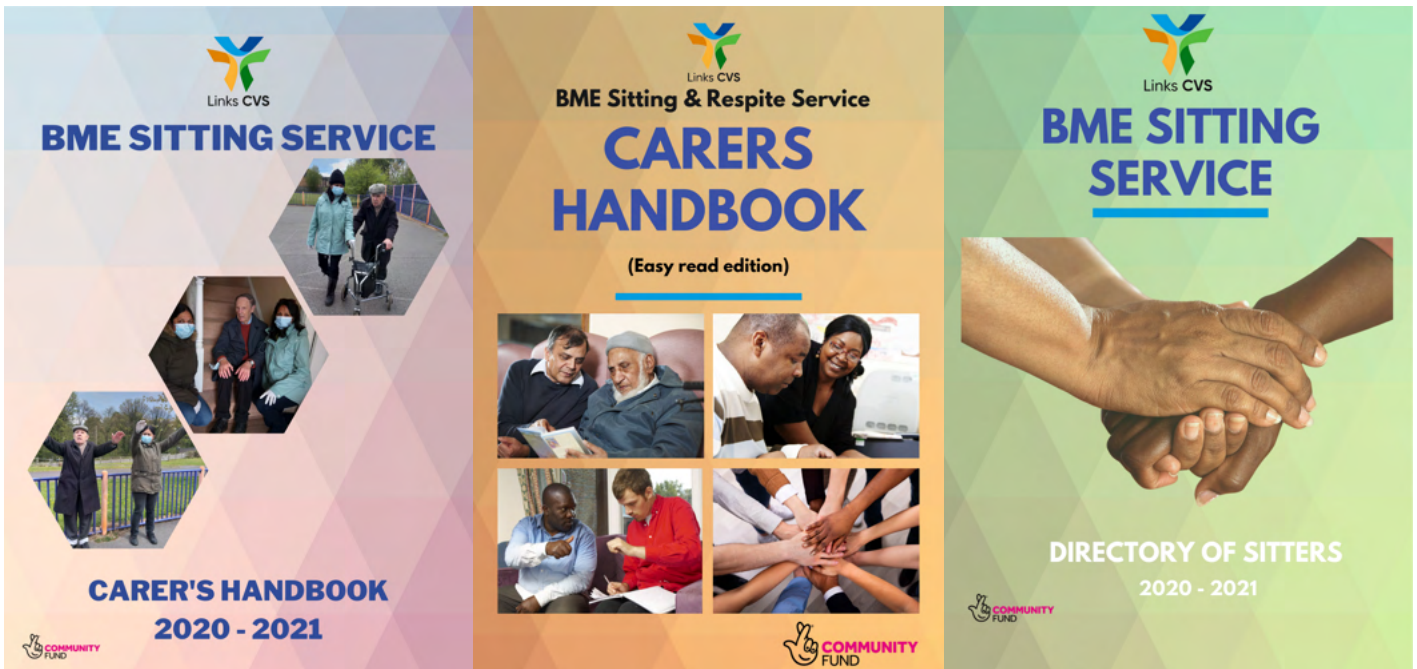
Jon has been working and supporting the BME groups since he joined Links in 2015. He worked very closely with Sushri on numerous projects through the years.

James Lee

Chief Executive

James was responsible for setting up the Derbyshire BME Forum in partnership with Derbyshire County Council. He was also responsible for writing the successful funding bid for the BME Sitting Service Pilot.

HANDBOOKS



These handbooks were given to each of the carers and are available in the following community languages:

- Arabic
- Bengali
- Hindi
- Punjabi
- Urdu

These handbooks are to inform the carers and cared-for of the purpose of the sitting service, what support is available to them e.g. direct payments, welfare rights, care assessments and other support services.

Acknowledgement

Design by:

**SHARANYA NAIR - ASIAN ASSOCIATION OF CHESTERFIELD
AND NORTH DERBYSHIRE**

Carers Handbook
Directory of Sitters

ALICJA KALINSKA - LINKS CVS
Carers Handbook (Easy Read)

HANDBOOKS



Bengali



Punjabi

Acknowledgement

Handbook translations done by:

ZUHUR HAMZA (NORTH DERBYSHIRE REFUGEE SUPPORT GROUP) - ARABIC

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SHRUTI PUJARI (ASIAN ASSOCIATION) - HINDI

GURSHARAN SEMBHI (ASIAN ASSOCIATION) - PUNJABI

MR. RAZAQ - CHESTERFIELD MUSLIM ASSOCIATION - URDU



Launch Event



