

HAREF Network 2018

Resources and online information



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Introduction - about this document

This resource pack is a response to the HAREF network which looked at their main concerns for health issues for BAME communities. These themes relate to inequality of access to health services and health inequalities for BAME communities.

The health themes were all agreed by the HAREF network as their priority concerns. The themes are very broad ranging so in order to help communities and organisations with these issues, we have developed this brief resource and information pack.

This pack is NOT a definitive guide or a full directory of organisations! This is intended to be a short working guide that can quickly help signpost people. It is intended to provide support to practitioners and communities around the specific health themes. The bigger a document becomes the less workable it is, so this is intended to be a quick pointer to raise awareness of some the services that can help you and service users.

Each theme has some information about projects, services or resources that can be used to help try and tackle the issues or support service users.

Mental health is a key area of concern for the HAREF network, and our recent network meeting was specifically around this issue.

The guide is intended to be an online guide as there are links in the document that you can follow to get further information.

Health Themes

1. Impact of welfare benefits, austerity and poverty

Active Inclusion Network Newcastle

The following information provides background information about Active Inclusion and details of the resources.

Their briefing note on Active Inclusion Newcastle – is available [online](#)

- **Weekly information update on financial inclusion and homelessness prevention issues** – is circulated every Monday. People can sign up to receive a copy by emailing activeinclusion@newcastle.gov.uk
- **Consultancy lines and email contacts** which staff and volunteers can use to talk through benefits, debt and housing issues – are available [online](#)
- **‘Trigger point conversation’** information sheets on benefits, debt, financial inclusion, housing and homelessness prevention, and employment support – are available [online](#)
- **Free training opportunities (face to face and online)** – including a new online module on Universal Credit which only went live last month. Details are available [online](#)

People can sign up to receive the weekly information update or take up any of the other opportunities that are of interest, for example attending the [Financial Inclusion Group](#) or [Homelessness Prevention Forum](#) meetings.

In relation to services giving welfare benefits advice, they produce the publication [Where to get advice in Newcastle](#), which we update every six months. This is hosted on the following page of the Council’s website: www.newcastle.gov.uk/benefits-and-council-tax/welfare-rights-and-money-advice/useful-contacts.

There is also searchable information on the Newcastle Support Directory, which we update at the same time as the above publication, at www.newcastlesupportdirectory.org.uk/kb5/newcastle/fsd/results.page?familychannel=4-5-4.

Advocacy Centre North Welfare Advocacy Service at ReCoCo

Advocacy Centre North (ACN) is a part of Newcastle CVS. ACN welfare advocate has teamed up with the Recovery College Collective (ReCoCo) to help their students with benefit claims and provide advice on welfare rights. The Recovery College is a mental health resource running a range of courses and classes.

ReCoCo provide a drop-in every Thursday afternoon during term time. To use the drop-in service clients must be enrolled with the Recovery College. To enrol contact the Recovery College call 0191 261 0948 or email: info@recoverycoco.com. For further information on courses and classes visit the website: www.recoverycoco.com.

2. Social isolation

HAREF bulletin

In order to reach out to as many people in communities as possible, it is important that organisations in the HAREF network share information about activities and events. **The HAREF bulletin is there for you as a network to use, and let others know about what you are doing.** You can share information on:

- Information and events for practitioners
- Information and events for the public and service users
- Resources and reports

To sign up for the bulletin visit www.cvsnewcastle.org.uk

To ask for information to go in the HAREF bulletin email vicki.harris@cvsnewcastle.org.uk

Independent Age

Whatever happens as we get older, we all want to remain independent and live life on our own terms. That's why, as well as offering regular friendly contact and a strong campaigning voice, **Independent Age provides older people and their families with clear, free and impartial advice on issues that matter: care and support, money and benefits, health and mobility.**

- Too many people in our country feel completely alone. A million older people in the UK are lonely most of the time, and 3.9 million say television is their main form of company
- With the help of committed volunteers, Independent Age provide friendship services to relieve loneliness and isolation. These are delivered through phone calls, visits, telephone discussion groups and more, enabling older people to feel more connected to their local community

To find out more, call 0800 319 6789 or visit www.independentage.org

Information NOW

Information NOW www.informationnow.org.uk is the information website for older people and adults, their families and carers in Newcastle. Helping you stay informed, make choices, plan ahead and have an excellent quality of life.

They have articles on Finding Friends, Food and Friends, Volunteering and Hobbies, to name but a few. Alongside the article are all the organisations that can be contacted.

Got questions? Find [Information and Advice](#)

Need help and support? Search for [Local Organisations and Services](#)

Want to get active? Discover [Events and Activities](#) near you

2. Social isolation *continued*

Our Gateshead

www.OurGateshead.org is Gateshead's Community website. It promotes the services and activities of over 1000 groups and organisation working across Gateshead and is increasingly used to signpost residents to activities and services. The site also contains Gateshead Public Health's Health and Wellbeing guide www.OurGateshead.org/health. To help find relevant information, all items are categorised and listed under a range of topics see www.ourgateshead.org/topics for the full list.

Opening an account on the site opens up a range of additional functions including creating your own directory of groups and events, printing summary sheets for social prescribing / signposting and receiving email updates when items are added to the site under topics of your choice (BAME / Older People / walking etc.).

For more details please contact Mark Shilcock by emailing mark.shilcock@Gatesheadsupport.org.uk or calling 0191 691 1120.

3. Parent & baby early relationships and post natal depression

Newcastle Parent Infant Partnership

This is a new project for parents dealing with issues during pregnancy or after their baby is born, which may result in difficulties between them and the baby. Their task is to provide psychotherapeutic services in local communities to babies and their carers (primary carer - mother, father, grandparent, foster care, adoptive parent) who are struggling to develop a secure attachment relationship and to provide a range of therapeutic interventions that promote positive interactions within the infant-parent relationship. Professionals or parents can ask for help from this team.

For further information contact Lesly Hutchinson, Service manager, call 0191 2939 9956 or email newpip.info@children-ne.org.uk.

Home Start

Home Start are the leading family support charity. Volunteers offer vital support and practical help to families and children facing challenges around mental health and physical health, isolation, disability, post-natal depression, money problems and more www.home-start.org.uk.

4. Hate crime and signposting people to appropriate advocacy

Community Engagement Team, Northumbria Police (Newcastle and Gateshead)

The Central Area Command Community Engagement Team, based in Newcastle, provides support for victims of hate crime across Newcastle and Gateshead. **They are a non-uniformed team of Police Officers and civilian Community Engagement Officers with many years of experience. They monitor hate crimes reported on a daily basis and offer a bespoke and enhanced support to victims.** They work closely with Victim's First Northumbria and Advocacy Centre North to provide a holistic approach.

They visit community groups to build rapport and trust with groups who may not feel comfortable reporting hate crime to the police. They offer tailored training sessions to any group on Hate Crime, how to report to the Police and the process once an incident is reported. They attend and run awareness events and interact with the communities in the area as often as possible. They also provide feedback to police officers and supervision on the correct handling of hate crime investigations.

They are regularly involved in large events and projects to widen their reach, including rolling out a Workplace Hate Crime Champions scheme in Gateshead & Newcastle (identified points of contact for hate incidents in the workplace), force conferences on aspects of hate crime, Stop and Search scrutiny groups and World Café events as an engagement technique.

They monitor, through links with community and religious leaders, community tensions in relation to local, national and international events and ensure that the public is provided with the correct information in a timely manner.

Contact by calling 101 ext 62315 or via email on central.ceo@northumbria.pnn.police.uk (in an emergency ALWAYS DIAL 999!)

Advocacy Centre North Hate Crime Advocacy

ACN offer specialist, independent advocacy for anyone affected by hate crimes or incidents; that is, where they have been targeted on the basis of their race, religion, sexual orientation, disability and / or gender identity.

They accept referrals for anyone over 18 in the following areas: Newcastle, Gateshead, Sunderland, North and South Tyneside, and Northumberland. To make an enquiry about Hate Crime Advocacy for yourself, or make a referral on behalf of someone else, please phone us on 0191 235 7013, email us at advocacy@cvsnewcastle.org.uk or complete our online referral form via our website: www.advocacycentrenorth.org.uk.

Gateshead Workplace Hate Crime Champions

Hate crime can impact not just on an individual, but on communities as a whole, and can affect peoples' health and wellbeing. It is important then to make sure that if someone experiences a hate incident, then organisations will know how to respond to this and get the right support to them. Gateshead council are looking for organisations to sign up to the workplace Hate Crime Champions scheme. These will act as the main point of contact in their organisation for anyone wanting to discuss a hate crime or obtain advice. They will also get key messages and regular updates from the police and the local authority. For more information contact stevenkelly@gateshead.gov.uk or call 0191 433 2701.

5. People not eligible for healthcare, not made welcome, and NHS charging regulations

Asylum Matters

City of Sanctuary UK hosts the advocacy and campaigns project, Asylum Matters. Asylum Matters is a project that works in partnership locally, regionally and nationally across the UK to improve the lives of people seeking sanctuary through social and political change. They have a Northeast coordinator Katie McSherry. They have been working hard at raising awareness of the changes to the NHS charging regulations and the impact on communities. They produce a regular email bulletin with information relating to asylum seekers and refugees and you can sign up to this by emailing Katie@asylummatters.org. For more information www.cityofsanctuary.org/about/asylum-matters.

If you need advice on specific charging queries - eg for individual cases – then contact Doctors of the World or Maternity Action. Call 0207 0789629 or email clinic@doctorsoftheworld.org.uk or visit www.doctorsoftheworld.org.uk.

Know Your Rights

The Migrants Rights network have produced this document for all migrants living in the UK, including those without documents and those trying to regularise their immigration status, including asylum seekers. This guide is to help you understand your rights in a situation where immigration rules are changing regularly. It is also useful for anyone who cannot prove they are British or have Indefinite Leave to Remain.

<https://migrantsrights.org.uk/wp-content/uploads/2018/03/Hostile-Environment-WEB-1.pdf>

Liberty Guide

There is the new guide from Liberty - [A Guide to The Hostile Environment - The border controls dividing our communities](#) – and how we can bring them down.

This guide is for anyone who to use, including public sector workers and members of the public.

Crucially, it aims to signpost you to some of the groups working to defend migrants' rights, and actions you can take to join.

These are user-friendly guides that cover healthcare charging.

6. Access issues and accessible information

Accessible Information Standards

The aim of the standard is to make sure that Deaf and Disabled adults and their Carers can access any Health and Social Care services they need, by ensuring any communication support required is provided and that people have information in a format that means they can make their own decisions about their treatment. The Accessible Information Standard has five basic steps which all Health and Social Care Organisations must comply with:

- Ask what communication or information needs a person has
- Record those needs
- Flag them clearly so that other professionals will see and follow them
- Share the information with other professionals when consent has been given
- Act so that people can have information in the format that suits their needs and appropriate arrangements can be made for appointments

To find out more about the Accessible Information standards contact Lucy Hall. Email lucy.hall2@nuth.nhs.uk or call 0191 282 4241.

[Interpreting and Translation policy \(pdf\)](#)
[Newcastle AIS \(pdf\)](#)

NuTH Interpreting policy and Equality and Diversity policy

HAREF has contributed to these policies which will be rolled out across The Newcastle upon Tyne Hospitals NHS Foundation Trust. These will help advise staff on delivering the right service for their needs of the patients and their families.

To find out more about the Interpreting and Translation policy, or the Religion, Belief and Cultural practice policy, contact Lucy Hall at lucy.hall2@nuth.nhs.uk or call 0191 282 4241.

North of England Refugee Service Interpreting Service

This is the only charitable organisation providing interpreting services in Tyne and Wear.

Whilst some of the revenue will go directly to support the charity's main purpose, supporting asylum seekers and refugees, the majority will be reinvested into the interpreting service, for training, volunteer development, employment workshops, financial inclusion and interpreter forums.

Their interpreters are DPSI qualified, have a minimum of level 3 in community interpreting qualification, as well as specific areas of expertise (for example mental health services) which are available on request when booking. All interpreters are DBS checked.

If you would like to use the services of their trusted and professional interpreters, contact Bookings Administrator Senada Brkan call 0191-2457303 or 0779 1945 405, email sb@refugee.org.uk.

6. Access issues and accessible information *continued*

North East NHS Independent Complaints Advocacy

Do you have any concerns over your NHS funded care and treatment?

Sometimes things can go wrong and you might feel the need to raise a complaint and do not know how to start?

Under the NHS Patients constitution you have a right to raise a complaint and this should not affect your future care and treatment.

North East NHS Independent Complaints Advocacy qualified Advocates have been supporting Clients in the North East since 2005 and have the experience and knowledge to guide you through the NHS complaints process at your pace.

The Service is free, independent and non adversarial.

Post: Room 312, Aidan House, Sunderland Road, Gateshead, NE8 3HU

Call: 0191 478 8350

Freephone: 0808 802 3000

Email: ica@carersfederation.co.uk

Text: 07889 088 284

Whatsapp: 07889 088 284 (can send a BSL video)

Facebook: North East NHS Independent Complaints Advocacy

Website: www.nenhscomplaintsadvocacy.co.uk

7. Prevention and early diagnosis

Sexual health information

Would you like to be kept in the loop about training opportunities and local services relevant to sexual health? Harriet Yudkin, in Newcastle City Council's Public Health Team, sends out mini-bulletins to keep you and your colleagues updated on training opportunities through [Newcastle Sexual Health Training](#), as well as training offered by other agencies and other information about local services. **Newcastle Sexual Health Training provides free, skills-based training on a range of topics to do with sexual health and relationships** to anyone working in Newcastle, in either a paid or a voluntary role.

If you would like to sign up to receive the mini-bulletins, or if you would like to include something in a future mini-bulletin which is sent out to workers across the city in a range of settings in the statutory, health, community and voluntary sectors, please contact Harriet harriet.yudkin@newcastle.gov.uk.

You can find out more about Newcastle Sexual Health Training at www.newcastle.gov.uk/

MESMAC Newcastle

This is a **Sexual Health Promotion and HIV Prevention Service** for gay and bisexual men, men who have sex with men and men questioning their sexuality. They work with men who are over the age of 13 and men who are HIV positive. They are based in and work across Newcastle, providing information and advice, specialist training, 1 hour HIV Test service, one to one support, young people's group and one to one support, and specialist support for LGBT asylum seekers. Their services are **free and confidential**, and as a community development project they also provide support, advice and signposting on a wide range of LGBTQ issues.

Call 0191 233 1333 (24 Hour answerphone available)

Email: all@mesmacnewcastle.com

Website: www.mesmacnewcastle.com

Diabetes

Newcastle Centre for Diabetes Care at NUTH is keen to support BAME communities and diabetes care in the Community. If you have any service users from BAME communities who have Type 2 diabetes and you feel that you need further support yourself to be able to support them effectively, then they would like to work with you.

For more information call Karen Craggs 0191 282 3867 ext 4

Or email tnu-tr.diabetesdietitians@nhs.net

7. Prevention and early diagnosis *continued*

High blood pressure and strokes

Stroke Association can come and talks to groups about strokes and the support that they are able to give. For more information, support following a stroke or to help raise awareness within your local community, contact Hannah Parrington on 0191 4879988 or hannah.parrington@stroke.org.uk

Hepatitis C

Hepatitis C (Hep C) is a blood borne virus which can damage the liver. Hep C is transmitted via blood to blood contact most commonly during intravenous drug use, snorted drug use and non-professional tattooing. Hep C is also more prevalent in some ethnic groups due to the healthcare practices in some countries, transmission from mother to baby and unscreened blood product transfusions.

Hep C is now easily treated with a 8-16 week course of medication that can cure the virus in over 95% of cases. Without treatment Hep C can lead to cirrhosis of the liver and its associated problems. The Hep C team based at the Freeman Hospital, NUTH, are keen to engage patients in testing and treatment.

We are aware some communities find it difficult to access health care, especially for a virus that can be heavily stigmatised. **The team are trying to raise the profile of Hep C, remove the stigma and test and treat those who may be at risk.** The team can offer education, testing / awareness sessions and outreach treatment services to remove the barriers that may prevent patients in some communities from accessing services. They are keen to work with different services and stakeholders to ensure equity of access for all!

For more information, advice and education please contact: emma.buchanan1@nhs.net

Dentistry

The Community Dental Service is for anyone living in the Newcastle area. They can provide:

- Staff training about mouth health; supported with samples when possible
- Information and advice sessions for service users/ clients about daily mouth care and accessing dental treatment (either individually or in group sessions) supported with samples when possible
- Contributing to general health & wellbeing events
- Opportunity of support from Student dentist annually in their 3rd Year of training between last week in January until first week in July mornings only

If you would like information/ support about mouth care contact Debora Howe, call 0191 282 3215 or email Debora.Howe2@nuth.nhs.uk

7. Prevention and early diagnosis *continued*

HealthWORKS Newcastle Social Prescribing Team

Supporting individuals to better understand and manage their physical and mental wellbeing in a non-medical way; city wide, flexible, person centred, and focused on health improvement.

HealthWORKS Social Prescribing team provides 1-2-1 stop smoking support and supports people to manage their weight through healthy eating and physical activity. They can also support individuals to connect with suitable activities in their local area, access services around their mental health, money concerns and housing issues.

This is a free service for people over 18 years old. Call 0191 273 8889

Healthworks Social Prescribing Team

The **NHS Health Check** is a health check-up for adults in England aged 40 -74. It's designed to **spot early signs** of stroke, kidney disease, heart disease, type 2 diabetes and dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. You are eligible if you *do not* have any of the following conditions:

- Receiving medication for high blood pressure
- Diagnosed with high cholesterol
- Kidney disease
- Have suffered with a stroke/mini stroke
- Have a heart condition

NHS Health Checks include a blood pressure, body mass index and a cholesterol test. The person having the health check will receive a full personalised health check report and aftercare support is provided to those who need it by the Social Prescribing Team.

You can book your appointment at The Health Resource Centre in Benwell or at the Lemington Centre. Please call 0191 2738889

SHINE

SHINE (Sexual Health In Newcastle) is a community women's health project based in Newcastle Upon Tyne offering support and services for women 16 and over. They provide the following services:

- HIV Prevention and Support including offering free finger prick HIV tests
- Sexual Health Advice
- Confidential One to One Support around many issues, such as – Domestic abuse, sexual abuse/ assault, adult sex work, relationship advice and much more
- Free Condoms
- Advice in the Community

To contact them call their helpline on 0191 2772050

8. Mental health

City of Sanctuary

City of Sanctuary have produced this excellent document about mental health and working with asylum seekers and refugees

<https://health.cityofsanctuary.org/wp-content/uploads/sites/47/2017/12/CoS-Mental-Health-Resource-Pack-digital.pdf>

Advocacy Centre North (ACN)

ACN supports adults in Newcastle and Gateshead who have mental health needs with any health and social care issues.

For more information contact them on 0191 235 7013 or email them at advocacy@cvsnewcastle.org.uk

Mental Health Matters

Mental Health Matters (MHM) was established 32 years ago by families and carers in the North East, to provide support and care for people they loved with mental health problems.

Fully trained, dedicated, experienced and caring staff work with partner organisations to deliver comprehensive services to meet a full range of personal needs in a seamless manner to help vulnerable people to develop, 'recover' and move on to independent living whenever possible.

MHM provides support to thousands of people every year, covering many aspects of their lives: from psychological and well-being therapeutic recovery interventions through to everyday employment, housing, independent and community support needs. They aim to enable each individual to recover and / or move towards their own independence and well-being.

You can find out more and how to contact us at www.mhm.org.uk

Mental Health Carers Peer Support Group

This is for people who are carers to help provide peer support. They have monthly sessions on the 1st Friday of the month in Byker for people to come along to. For more information to contact Newcastle Carers tel 0191 275 5060 or email info@newcastlecarers.org.uk

Peer Talk

This is peer support group for people living with depression and they have weekly sessions at Whickham library every Thursday evening. For more information see their website www.peertalk.org.uk

8. Mental health *continued*

Tyneside and Northumberland Mind

The Sally Allan Fund was developed following the death of Sally Allan. Through the fund Tyneside and Northumberland Mind want to help reduce the stigma and raise awareness of mental health problems. Their free 60 minute presentation is an excellent opportunity, not only for service users but staff as well, to think about their mental health and also their own self-care.

If your company, organisation, school, charity or group of friends would like to receive this free presentation than contact Doug Hill by email at doug.hill@tynesidemind.org.uk or call him on 0191 477 4545 or 07983461439.

Freedom from Torture

Freedom from Torture provides therapy and medical evidence to torture survivors living in the UK and protects and promotes torture survivors' rights.

They can only take referrals that fall under a specific criteria. There is a description of this on the website www.freedomfromtorture.org or you can call Freedom From Torture North East on 0191 2615825 if you have any queries related to this. Referral forms can be completed electronically and people can self-refer or ask a professional they are working with to refer them.

Citizens UK

This is an alliance of member institutions and Civic groups. Its aim is to bring together institutions with shared interests to achieve change. One of their themes they want to address is mental health and they have formed the Tyne and Wear Citizens Mental Health Action Team.

If you as an organisation would like to get more involved and help drive change from a grassroots level, then contact their Community Organiser:

sara.bryson@citizensuk.org

More about HAREF

HAREF is a vital support network for practitioners, community organisations and individuals from Black, Asian and Minority Ethnic (BAME) communities. We provide this support in a number of ways:

- **Helena Ali is our Community Engagement Officer** who works with community groups to learn about the needs of BAME communities in Newcastle and Gateshead and where we can offer better support
- **We offer valuable signposting and linking of services to communities**, and work in partnership to ensure communities get the right information about services and health issues
- **We talk to local health services**, including the NHS, and make recommendations about how access into their services can be improved
- **Our HAREF Network event** takes place twice a year and provides a platform for discussion and awareness around health and inequality
- **We also facilitate a Community Forum** for the Newcastle and Gateshead NHS Clinical Commissioning Group (CCG), who is responsible for local community NHS services. This forum is for practitioners who work directly with a particular community or group who had a protected characteristic under the 2010 Equality Act. The forum brings real issues that affect those communities to help inform commissioning and service development decisions
- **We work with Newcastle CVS' BAME Health and Wellbeing Training and Development Officer**, Hamna Begum, to deliver training on equality, diversity and health
- **Our monthly HAREF email bulletin** is for practitioners, community groups and local people to share information about health inequalities, events and research findings. To feature in the bulletin, subscribe or view past issues please see more information below

If you have any questions relating to any of our services or would like to find out more please call 0191 232 7445 (option 1) or email haref@cvsnewcastle.org.uk

Learn more about HAREF at www.cvsnewcastle.org.uk/our-services/haref



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