

**Report from Age UK Herefordshire & Worcestershire  
February 2015**

**Delivery of Black and Minority  
Ethnic Community  
Engagement Service for  
healthwatch Worcestershire**




- healthwatch Worcestershire identified a need for a specialist service provider to support reaching out to Black Minority Ethnic Communities (BME) based on
- Experience
- Research by the Afiya Trust and Race Equality Foundation

Age UK H&W was engaged in July 2014 to deliver a service until 31 March 2015




In particular the following key barriers were identified by HWW for BME communities accessing health and social care:-

- Lack of accessible information
  - Limited knowledge about the service
  - Lack of culturally appropriate services
  - Stigma within the community surrounding particular types of ill health and disability
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## Outcomes

The strategic outcomes that HWW want to see from this service are:-

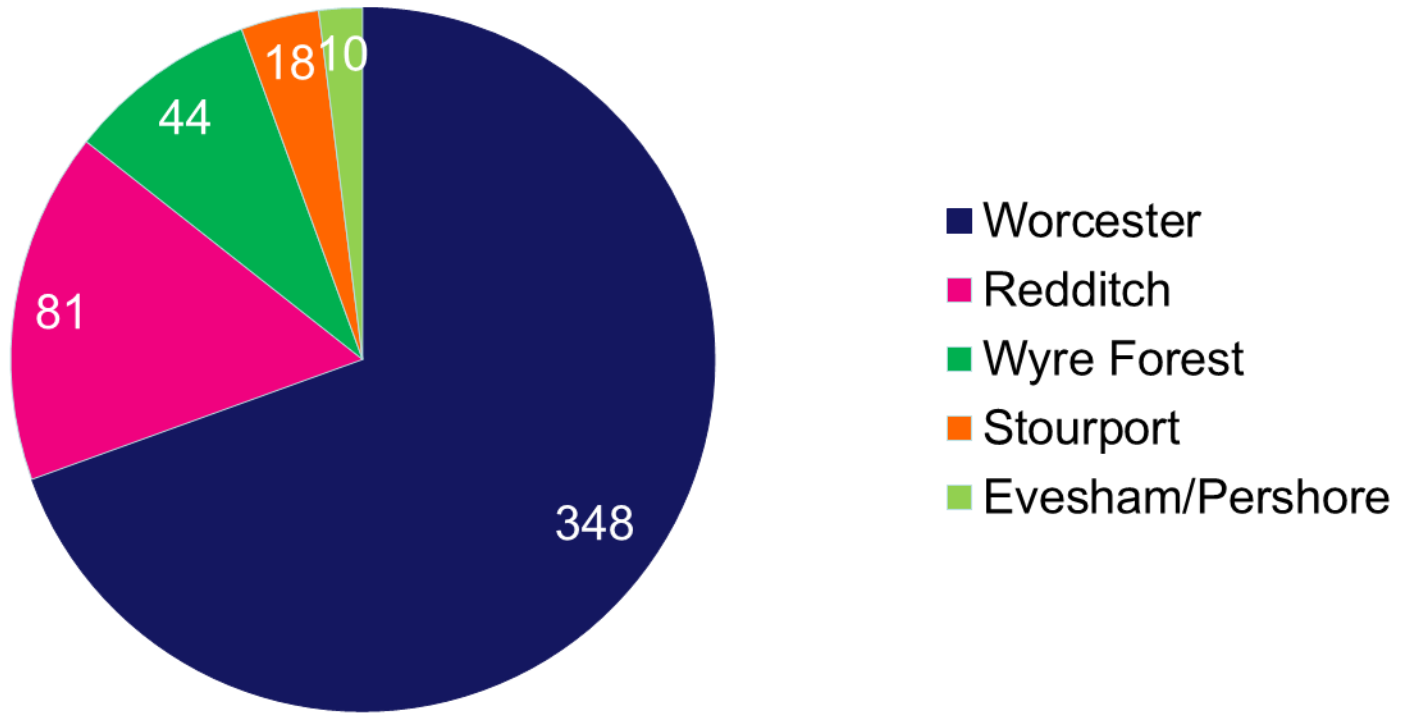
- Greater awareness
  - Better understanding
  - A strengthened voice for local BME Communities through targeted recruitment to HWW engagement mechanisms
  - Influence by BME communities over the design and delivery of local health and social services through identification of current issues for BME communities and engagement events around three issues
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## **Achievements so far**

- Contacted over 500 + people across Worcestershire
- 5 Awareness sessions
- 7 Romany Gypsy Traveller Sites visited
- 5 people with mental health issues agreed to talk to us and complete a Mental Health Survey
- 11 people verbally agreed to receiving HWW information
- 1 Group agreed to sign up with HWW and raise the awareness
- Engaged with 14 Voluntary/independent groups, and
- 19 statutory agencies (generic)


## At a glance....

Number of clients contacted:



- 1 potentially interested member from the RGTC
- 1 confirmed member from the RGTC
- 1 interested under 18 year old supported by the CMHT
- Report on Statutory Engagement with BME communities

### **Work in progress for the end of March 2015**

- 3 engagement events around specific issues
  - 1 potential awareness session with migrant workers in Evesham
  - 1 awareness session with Asian men
  - Reports on independent groups engagement, the health and social care needs of BME groups from the engagement and overall activity
  - Outreach to 3 sites in Evesham and Pershore
  - Feedback from BME communities about the project
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# *Healthwatch Worcestershire Project*

For more information...

**Telephone: 0800 008 6077**

**Or visit the website**

[www.ageuk.org.uk/herfordshireandworcestershire](http://www.ageuk.org.uk/herfordshireandworcestershire)

Thank You for Listening