



TRAFFORD

Women's Voices 2023

One Voice Raises Another
Feedback Report



Introduction

“In Trafford we want to make women a priority”

Councillor Jane Slater, Executive Member for Health and Wellbeing and Equalities

1.1 The publishing of the national women health strategy gives Trafford an opportunity to seize the moment and enable women’s voices in Trafford to be heard in this arena.

1.2 There are many women, groups and initiatives in Trafford that are working hard to get the best health, care and services for women. However, we think that there is an opportunity for women’s voices to be heard now, by those in positions of power, in order to shape and deliver the women’s health strategy in Trafford, with women who live in Trafford.

1.3 A small core group worked to start to build a platform for women in Trafford to raise their voices, believing one voice raises another and collectively we are stronger than individually.

Narrative of the day

2.1 In order to start to hear what the women in Trafford want and need, we held an event on the morning of 6th December 2022 in Sale Life Centre. The priority was to listen to the voices in the room, and those that we have captured in the listening phase. The goal to create a programme of action for Trafford - which reflects the national strategy - but is focused on Trafford, the women we serve and the inequalities they face.

2.2 We invited Trafford women and a professional audience from across our Trafford health and social care organisations, of those people who we knew could make change happen. There were 70 people in the room on the day. The goals we aimed for were to focus on women, their health in their life cycle and their priorities, inequality and action. To focus on women being heard by the people in power to make the change, leading to a co-produced, jointly owned plan.

2.3 We felt it was important to try and make the room as safe as possible for women to hear and tell their experiences to each other and record what they wanted. Setting the scene in this way was felt to be important for the success of the morning. We also had a rolling presentation of quotes that had been collected from the stories over the previous months, which were on the screen throughout the event (in the appendices). This, we hoped, enabled the event to be visually owned by those who had been brave enough to raise their voice. Women in the audience seeing their words on screen.

2.4 The most powerful part of the morning were the two stories that were given from the stage by two Trafford women. They related their stories and gave testament to the room about their personal experiences. Without exception this was what everyone in the room thought was the most important, impactful and positive part of the morning. However, it was also the most intense and the need to support each other through such sessions is really important to note. One of the women read her poem:



We need YOU

No voice, no options, trapped for years
Half-hearted explanations for why we need to stay at home, fall on deaf ears
We're different, we're odd, we're considered by others to be emotionally weak
Best leave us alone, to turn the other cheek

They don't see the paralysing fear that we face
We'd sell our soul to rest our muddled head and to have a safe place
We're vulnerable and we're scared
We want a trusted person to talk to, so that the problems can be shared

We're left to unpick the tangled web of lies and deceit
To stand on our own, to find our own feet
We're exhausted and overwhelmed
We just sit and cry and long to be held

We're lonely and we're scared
Just us now lying in the bed we once shared
The silence is deafening, the walls they cave in
This feels like a battle that we'll never win

We're unable to focus and hear
We're rigid with terror and fear
We experience terrifying flashbacks of dangerous times
But the professionals will tell you, these weren't serious crimes

We need YOU to listen and to truly care
Be present and hear us, please don't compare
We need YOU to guide us, to stand beside us, to catch our fall
Please give us your time and make that call

We need YOU to be consistently strong
To help to point out the right and the wrong
We're scared that we're going crazy and out of control
Please don't let us disappear down the bottomless dark hole

We need YOU to hold our hand through the tough times ahead
We need YOU to dampen the incessant fear and the dread
We're wounded souls with individual tales
Please don't just leave us whilst we flail

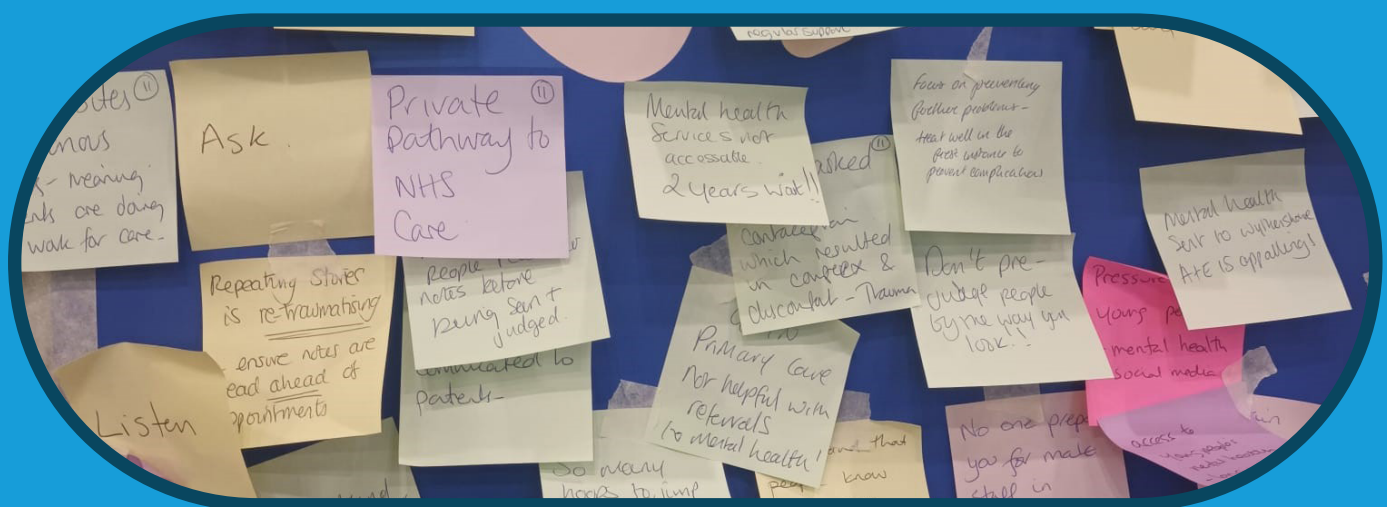
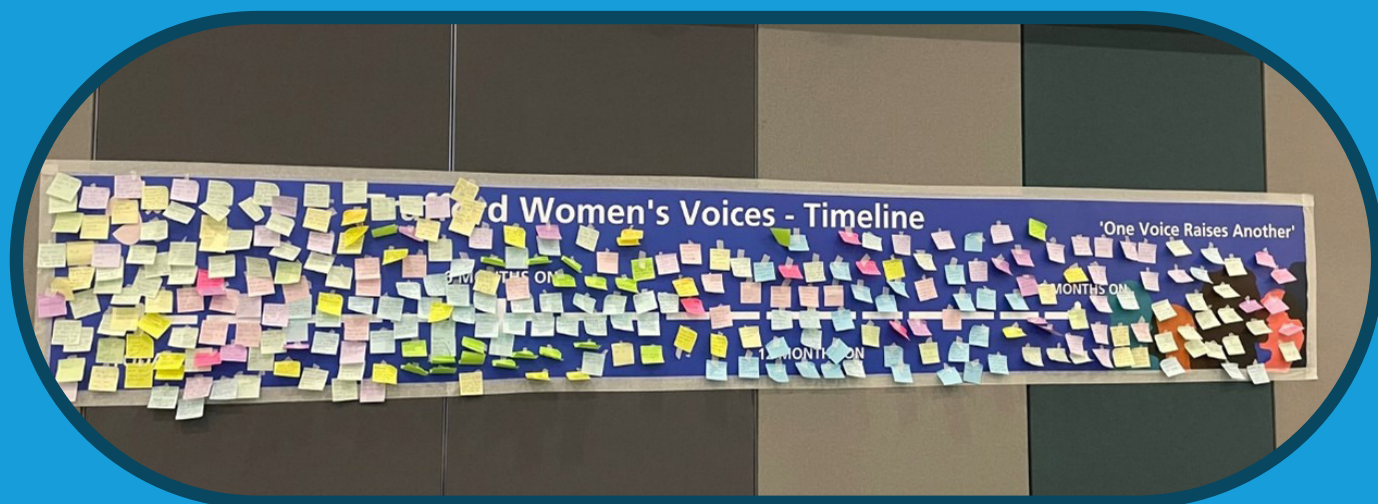
Please understand trauma and all it entails
We need YOU to show flexibility in your approach to ensure your support never fails
YOU can make such a difference, YOU can enable us to survive
Be patient and nurture us and just watch how we'll thrive!

The other voice we heard was Catherine Knight. Catherine gave a brave and powerful account of her experiences through many services in the last 20 or so years, she did so sat with her Family Intervention Worker Berni Tomlinson who had been integral in supporting Catherine and enabling her to be able to come to the event and talk about her experiences. Through her dealing with issues around addiction and abuse plus mental and physical illnesses Catherine gave a detailed picture of what she had encountered, what she had to deal with and how she had felt. Catherine stated that she was now living a better life after finding a safe space in a women's group to be able to explore what she had gone through and start to work to turn her life around and be empowered by the support she was being given.

Catherine's comments at the end were empowering for us all that she had been able to talk about her experiences in front of a room full of people and to have enjoyed the experience of being able to have her voice heard. Her hopes were that by her speaking up, services will be improved in the future.

A video of Catherine talking about her experience, can be viewed here: <https://youtu.be/OJY3mInrAow>

2.5 We then had table discussions about the issues we had heard, what the women wanted to raise and also the changes the women wanted to make. These table discussions were a mix of women and were hosted by people who could enable any problems or questions to be raised and addressed. These discussions culminated in feedback from each table and also women, in their own words, put on the wall of commitment their issues and ideas for the next 18 months.



2.6 A resource pack was put on each table so that women could have information if they needed it (in appendices).

How we did it

3.1 We believe the success of this event had a lot to do with things that we did in the planning stages.

3.2 We decided early in the process that the women that attended should come from the groups that we know from community engagement work and individuals who came forward. Therefore we used two of our core group members, who had networks and a history of community engagement, to develop links they had and support people in coming to the event. This took a number of months, and we knew that for every 100 people, who were approached, that possibly a quarter would want and be able to attend.

3.3 Some of the work to capture voices before the event is outlined below:

- The multi-cultural women's group offered to will host a group discussion to find out who would like to get involved. The group already discusses women's health issues and sought agreement to capture the key themes from the group and discuss the various ways the group would like to capture it.
- Libraries offered to host 'pop up' sessions for women who want to get involved and maybe not able to attend the event in December.
- The Citizens Forum offered to add in additional questions when they meet with women through the citizen's forum to seek feedback and engagement on women's health issues.

3.4 We felt from the start that there would be an imbalance in the room through the women and men who were there in professional roles and those women from Trafford who were there with what they wanted to say. We wanted to try and negate that imbalance as much as possible. One of the things we did was for people to wear their first name on a stick on label but not titles etc. We also colour coded the labels, so people would know who was there with a role, who was there as a local Trafford woman and who was on the core group. We felt that a delegate list would be difficult as some women didn't want their names to be made public – however in future we think we will make available a list of the people in professional roles.

3.5 We wanted the event to be as accessible as possible, to work around school hours and school runs, so we based the start time as 930 and the finish as 1230, but people could stay on and have lunch. Having a crèche was really important to us – it meant that people's lives were not segmented and children became part of the experience. However, finding people to run the crèche was difficult – we found a way by having the crèche in the room with us, with the support of a local nursery. In the end this proved to be one of the things that made the room feel more normal, safe and inclusive – the noise of the children was not a hindrance but the positive background to the event.

3.6 The time line commitment banner was a really good visual aid and encouraged people to get up from their tables, mix and put their own words on the banner. It felt that messages were therefore being recorded and that the implicit message was that women were being listened to.

3.7 The staff from the venue were not only welcoming but really engaged with what we were trying to achieve and went out of their way to make it a success – including accommodating the crèche facility, and providing a wide range of food for us throughout the event. This really set the scene for a welcoming environment.

Evaluation

4.1 We asked AQUA to work with us to help design and evaluate the event. Three members of their team were with us on the day and have provided the following evaluation. The word cloud below is based on the 37 evaluation forms that were submitted at the end of the event and the words people used to describe the event.



4.2 In summary AQUA's evaluation of the event is that they thought the women's' stories were powerful. However, next time we could have a "what if" approach so as to ask the women what they would have liked to have seen differently. Then working on tables to explore, if this were enacted what the impact would be. This could help drill down into changes that we would like to see happen and help focus on some of the small changes that have big impact, and big changes that might only affect a few as a way to prioritise change.

4.3 Another observation was that next time a way of asking tables, using online polling systems could be used. In doing so it may be more time effective and avoid duplication – it may also help pull together the ownership of the themes and the day. The key changes suggested could then be shared with the key leaders on the day and give them tangible actions to go away to be tasked with.

Themes – Issues and Areas for Change

5.1 The commitment wall (as shown in section 2) was an explosion of ideas and issues over the 20 foot banner. Members of the core group took time after the event to sort through the post its. Retaining them all, but putting them into themes that could then be put across an 18 month timeline - in order to try and have a co-owned action plan in the future. One of the main actions in the first 6 months, is to enable Trafford women to form a Trafford Women's Voices Collective that can work with the core team, the statutory agencies and the third sector to make change happen in the future.

5.2 The identified themes are below:

A Better Trained Workforce

1. Workforce education/development/CPD (culture, behaviour, language, wellbeing, awareness, inclusivity, open questions)
2. Workforce recruitment/availability/specific roles
3. Better communication/information (online, notes, appointments, interpreter)
4. Data sharing/governance/joined up care

Service Development

5. Service development – trauma informed, every contact counts, reduce assumptions, joined up and female friendly/trauma informed system approach
6. Localised services – not always having to travel out of area for services
7. Funding/budgets (to develop services)
8. Improved mental health services
9. Specialised services
10. Gaps (women’s health hub/wellbeing centre, domestic abuse referral service)

Improved Access

11. Choice
12. Access (easier referral processes, reduce waiting lists)
13. Buildings/estates (women friendly – safe spaces, confidential, period products, female equipment)

Changing Attitudes

14. Increased education in Schools/college
15. Promote Inclusivity (all ages, no assumptions)
16. VCFSE/Third sector (value more, reduce competition, collaboration)
17. Increased Co-production/opportunities/influence change (values, patient-led outcome measures etc.)
18. Promote Lived experience
19. More Support (women, carers, families etc.)

Action Plan

6.1 We have created an 18 month draft action plan. The first 6 months have the most itemised actions. The main focus is to hopefully create a Trafford Women's Voices (TWV) Collective to work alongside the core group to co-produce and jointly own the future women's health strategy and plans in Trafford. There are two points in the next year when we will be able to assess the action plan having moved forward – an event for International Women's Day, which we are planning for March 2023 and the second Trafford Women Voices Event in September 2023. During the first 6 months we are asking the organisations to take the themes and areas as highlighted in section 5 and start to clearly action what the changes will be, who will lead them and by when. The draft action plan is below.

TRAFFORD WOMENS VOICES DRAFT ACTION PLAN

What	Why	Who	Deadline
Feedback report written with draft action plan	Action plan will evolve as actions and responsibilities identified	Sara Radcliffe	Jan 23
Report sent to all attendees of December event	Delegate list	Jilla Burgess -Allen	Jan 23
Core group new lead established – leadership and accountability established back to the Locality Board		Sara Todd	Jan 23
Locality Board – Feedback to Board given	Establish programme of work	Jilla Burgess -Allen	March 23
Provider Board – Feedback to the board given	Establish programme of work	Jilla Burgess -Allen	March 23
VCFSE Collective Board – Feedback to Board given	Establish programme of work	Jilla Burgess -Allen	March 23
Scrutiny Committee – Feedback to Board given	Establish programme of work	Jilla Burgess -Allen	March 23

What	Why	Who	Deadline
Feedback to other main institutions	Establish programme of work	Jilla Burgess -Allen	March 23
Trafford Women's Voices Collective of women established – need buddy system established to enable women to be supported to attend if needed	Co-production should be the foundation of the work taken forward	Alicia Clark / Berni Tomlinson	March 23
Feedback event for International Women's Day put on	Need to keep momentum	Core Group and TWV Collective	March 23
Travel expenses process established to enable real time payment back to women at events	Working with the ICB	Tracy Clarke	March 23
Budget for events/programme identified including responsibility for recording and evidencing the events	Ensuring sustainability	Jilla Burgess -Allen	March 23
Qualitative Research on the Collected Stories	Ensuring the learning is not lost	Jilla Burgess-Allen	April 23
Themes from December Event forming Action Plan drafted and agreed – identify responsibility to take forward each theme as action	Actions then put into the 6-18 month action plan	TWV Collective and Core Group	May 23
<p>A Better Trained Workforce</p> <ul style="list-style-type: none"> Workforce education/development/CPD (culture, behaviour, language, wellbeing, awareness, inclusivity, open questions) Workforce recruitment/availability/specific roles 		Provider Board - Lead TBC	
<p>Improved Information</p> <ul style="list-style-type: none"> Better communication/information (online, notes, appointments, interpreter) Data sharing/governance/joined up care 		Provider Board - Lead TBC	

What	Why	Who	Deadline
<p>Service Development</p> <ul style="list-style-type: none"> • Service development – trauma informed, every contact counts, reduce assumptions, joined up and female friendly/trauma informed Locality Board system approach • Localised services – not always having to travel out of area for services • Funding/budgets (to develop services) • Mental health services improved • Specialised services • Gaps (women’s health hub/wellbeing centre, domestic abuse referral service) 		Provider Board – Lead TBC	
<p>Improved Access</p> <ul style="list-style-type: none"> • Choice • Access (easier referral processes, reduce waiting lists) • Buildings/estates (women friendly – safe spaces, confidential, period products, female equipment) 		Provider Board – Lead TBC	
<p>Changing Attitudes</p> <ul style="list-style-type: none"> • Schools/college education • Inclusivity (all ages, no assumptions) • VCFSE/Third sector (valuing, reduce competition, collaboration) • Co-production/opportunities/influence change (values, patient-led outcome measures etc.) • Lived experience • Support (women, carers, families etc.) 		Provider Board – Lead TBC	
2nd Trafford Women’s Voices Event put on	To ensure momentum and progression	TWV Collective and Task Group	September 23

6.2 Four of the women in the room, who were in professional positions of influence and power, gave commitment statements at the end of the event. These were recorded and we have transcribed them (in the appendices). These women lead some of the biggest and most influential health and social care organisations in Greater Manchester, and are women who, we believe, will be able to help us deliver change in the future.

An extract of their commitment statements are outlined below:

6.3 Sara Todd Chief Executive Trafford Council and Place Lead for Health and Social Care GMICB

“So there’s loads I need to listen to and reflect on and hear from the conversation today, it’s absolutely incredible to see that banner and to think about some of those themes that are emerging.

So from my point of view, in terms of my roles, I give my commitment absolutely that I will continue to engage in this work and that I will listen and work to improve services for women on the basis of what I have heard today.

Because in my experience, in my long experience actually, mostly in local government and a little bit of NHS this year, is that the very best services are those who are designed by those who know them best, and that generally is the people who use them and in this case the women that use those services and those who are on the front line delivering those services as well “

6.4 Sarah Price Deputy Chief Executive GM ICB

“I want to go away and try and ensure what we do to try and improve that experience for everybody, but particularly for women who are in very difficult circumstances..... These are difficult times, money is tight but I think what we’ve heard this morning will help to identify things that we really must prioritise and I’ll be there fighting for those with my colleagues and I hope that will mean experiences for the women sitting around this table will get better, so thank you very much for having me and I really am honoured to be a part of the discussion this morning.”

6.5 Gill Heaton Deputy Chief Executive Manchester Hospitals NHS Foundation Trust

“I have to say anything I can do to help the people in this room and people outside this room is what we commit to in MFT and we are big, and we can be a bit of an unruly monster. But at the end of the day, it’s the person who’s in front of you who’s talking to you, asking you if you’re ok, listening to your answers and giving you the time and the space to feel safe and to feel cared for, in a compassionate and kind way is what makes the real difference and that’s what I commit to on behalf of myself and my organisation.”

6.6 Councillor Jane Slater Executive Lead for Health, Wellbeing and Inequalities for Trafford Council

“We need to have those conversations with our daughters and our sons, to make sure they are responsible adults going forward, that women are treated with respect, and I think that wall we’ve got there is amazing, look at all the stuff we can do immediately, that is stuff that we will take away, look at and look to do immediately. From my position in the council I want to be able to support women and make a change, and just thanks for inviting me today, thank you”

Next steps

7.1 We realise that this is not the start or the end of the progress. We are building on work that has gone before, but trying to focus on key priorities for our system. We want this to be the start of a coherent and co-produced care strategy for women and women's health in Trafford, building on the foundation of the national strategy.

7.2 We feel it has been a privilege to work with the women in Trafford to host and take forward the event on December 6th 2022. In coming together to raise our voices we felt not only empowered, but no longer alone in voicing concerns, and also ways to make positive change happen. It is now our hope, as a core team, that working with other women who bring skills and knowledge from all over Trafford we will build a platform for change, that can get stronger as we work together to make the services we all care about better. We look forward to seeing everyone in March.

7.3 We would like to end this report by acknowledging and thanking all the women that made this event possible, giving up their time, telling their stories, supporting each other and raising their voices so that together we could feel listened to and hopefully be part of change for the future.

Author: Sara Radcliffe GMIC – Trafford: on behalf of the core group:

Jilla Burgess-Allen
Jo Bryan

Alicia Clare
Berni Tomlinson

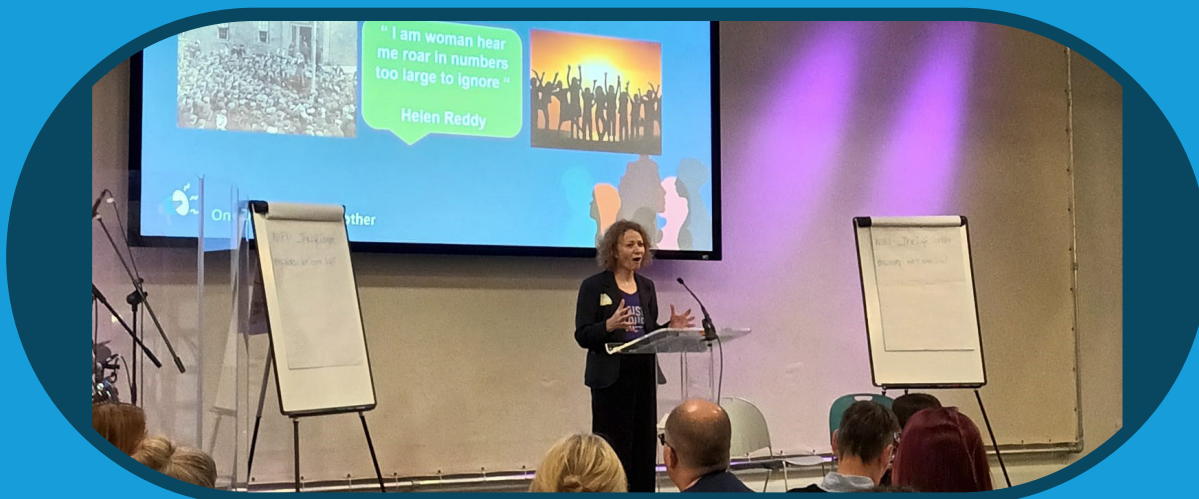
Fiona Baldwin
Victoria Ridge

Jacqueline Dennis
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AQUA - Lisa Triste, Wendy Bell, Cathryn Sloan

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January 2023



Appendix

Appendix 1

Summary of National Strategy

Appendix 1 National Strategy.docx

Appendix 2

Images of the commitment wall

Appendix 2 commitment wall.docx

Appendix 3

Resources from the table from December 6th Event

Appendix 3a Event Pack - Agenda.docx

Appendix 3b Event Pack - Suggestion form.docx

Appendix 3c Event pack Themes.docx

Appendix 3d Women's Health Poster

Appendix 4

Power points from Dec 6th Event

Appendix 4a Event Introduction

Appendix 4b Quotes

Appendix 5

Organisational Delegate List from December 6th Event

Appendix 5 Attendees on the day 6 Dec 22.docx

Appendix 6

Senior Women Commitment Statements and Table feedback

Appendix 6 Senior Women Commitment Statements and Table feedback.docx

