



DAH Physical Activity Network

## DAHPAN Meeting Minutes – 28<sup>th</sup> February 2024

### Attendees

Phil Stevens - DAH
Qasim Qureshi - Co Chair
Yvonne Denny – DAH
Daniel Ball - Haringey Council
Jack Simcoe - Haringey Council
Anita Yiannoullou – Sanjuro Training Systems & Haringey Walks
Sally
Caroline O’Sullivan

### Apologies :

Graham Day - DAH
Lenny Almond – Metro Blind Tennis
Linda Almond – Metro Blind Tennis

### Agenda

1. Welcome and apologies for absence
2. Minutes and matters arising
3. Review previous actions
4. Leisure Services Mystery Shopper
5. Increasing community participation in DAHPAN
6. Any other matters
7. Set next meeting date



## 1. Welcome and apologies for absence

Those that were present in person and joined online, introduced themselves.

## 2. Minutes and matters arising

Comments if any or clarifications of the last minutes of the meeting were discussed and put forth for approval.

Anita wanted clarification if the branding meeting for the AOB was to be done at the present meeting or was it already done at the last meeting.

Phil clarified that the branding was discussed briefly but since it was a bigger piece of work, it required a subcommittee to be formed. Phil; said that anyone could join, and invited Anita to be a part considering she had a lot of helpful comments. In addition it would be Phil, Qasim and Caroline.

The minutes were then approved by all.

**Action Points: -  
Subcommittee to be formed and suggested dates to be circulated in March 2024.**

## 3. Leisure Services Mystery Shopper Update

Daniel briefed the team on physical access audits conducted a year ago at four sites: Park Road Pools and Fitness, Broadwater Farm



Community Centre, Tottenham Green Pools and Fitness, and New River Sport & Fitness. He noted that New River Centre is managed by Haringey council, while the others are managed by Fusion Lifestyle. These audits, ending in October, aim to bring management in-house. Currently, free memberships for two to four months have been offered to disabled individuals to understand their user experience, but participation has been disappointing, hindering scope of the exercise with Fusion. Despite challenges, the organization sees this as a learning opportunity to identify issues and implement improvements from October. From April 2025 onwards, culture changes, additional training, and a new round of Mystery Shopping will be implemented to review the situation.

Jack added that surveys and reports highlight significant issues with poor customer service and malfunctioning facilities. During 9 or 10 visits, challenges arose, primarily related to staff and facility problems, including non-functional lifts and closed toilets. The findings underscore the substantial work required for improvement, marking a crucial aspect to address when transitioning from the Fusion contract to in-house management by Haringey.

Phil had a question as to how much of an update did they get from the Mystery Shoppers wanting to participate?

Jack stated that during the initial recruitment phase, 11 people expressed interest, but only two accepted the offer. These two individuals have been actively involved, offering valuable and detailed notes during each visit. Despite a mention in the last meeting about the possibility of another recruitment phase, the previous attempt did not



yield any takers. The organization plans to try again in the coming months for a new recruitment phase.

**Action Points: -**

**Plan and implement a new recruitment phase**

Phil voiced that younger people would use larger services as well and did they have any interest from the eleven, of the younger generation?

Jack clarified that participants in the initial phase had diverse ages, with none under 18. Expressions of interest came from individuals between 20 and older adults. However, there was a desire to involve younger adults and children in the next phase for a more comprehensive and inclusive representation.

Phil questioned if we did manage to find out why people didn't want to take up the offer

Jack wasn't sure whether the offer was actually put out and if they had all the comms ready and sent. Unfortunately, there was no response from the original ones that were interested.

Daniel voiced participating in a public consultation on leisure services, that is live. However, there will be more detailed focus groups as part of the wider consultation process. The conclusion is to continue the mystery shopper programme until October, implement lessons learned where possible, and aim to revisit the initiative next year.



Anita suggested a time to be put aside for Daniel and her to discuss participant feedback and mystery shopping in more detail.

Anita explained how she was at a Tottenham Green event with physiotherapists where they had taken people off the waiting list, and invited them to the event to provide physiotherapy, advice and exercise. Other organisations were also in attendance. Members of staff were really good and people who had never used the services before were impressed. These are the people that needed to be reached out to.

Daniel agreed it was a good idea, and that we needed to make sure that better services are available. Changes to make it better must be in place which will yield better outcomes. Daniel suggested a referral system to be put in place.

Anita added that with interactions from the event there is a realisation that we should create a holistic space where people don't have to go to different places to deal with physical and mental health.

Daniel voiced that the goal is to improve services, acknowledging that perfection may be unattainable due to financial constraints. Despite this, efforts need to be made to enhance the service and provide a more satisfactory experience. The focus should be on addressing waiting list challenges and improving outcomes for individuals undergoing various procedures or rehabilitation. There is a need for a conversation to strategise on how to contribute to these goals and overcome existing barriers.



Anita voiced that a significant finding from many individuals is that their long-term health conditions, whether physical or mental, are profoundly interconnected. The emphasis is on recognising the impact of mental health on overall well-being. There should be an emphasis on providing holistic support that addresses both physical and mental health needs in a unified manner.

Daniel emphasised the importance of a holistic approach to health services, acknowledging that mental and physical health is deeply interconnected. Daniel recognised the significance of mental health in the wider council service and stressed the need for workforce understanding, sensitivity, and awareness. He mentioned plans to increase staff presence and support, particularly in relation to the New River project, with the goal of improving the service by October. He said that the goal is to energize the community and gather feedback through diverse engagement strategies. He also expressed the need for more substantial benefits for the community, pointing out the current lack of community participation in meetings led mainly by service providers. Changes need to be looked into in community engagements and people coming along to events.

Anita voiced that it's the right approach and will need working together to bring in amazing results. She congratulated Daniel on a brilliant review of the leisure services and the positive developments. She spoke of the uncertainty about the current state of physical activity initiatives in the borough, and that sharing this information was overdue. The proactive plan should be an integral part of the branding process, emphasising the need to address essential aspects before finalising the branding strategy.



Phil expressed a willingness to incorporate the proactive plan into the branding process but suggested caution in pushing a brand image before ensuring it aligns with their intentions. He spoke about the possibility of simultaneously working on branding and the proactive plan. Additionally, to inquire about involving residents from supported housing in the initiative, highlighting their potential contribution and the positive impact they could have on group participation.

Anita said that there is a lot that can be done, and emphasised the importance of clarity on the purpose of the work. She suggested that the sub-group needs to define its purpose and articulate the desired outcomes and by establishing this the clarity and subsequent steps, such as deciding whom to visit and when, will naturally follow.

Yvonne recounted a frustrating experience during a visit to Broadwater Farm with the Engagement team and the issue with there not being an accessible disabled toilet. She mentioned that the issue was brought up at subsequent meetings, and that Broadwater Farm claimed a lack of capital for installing a disabled toilet. She voiced that the problem was with meetings lasting up to two hours, and no toilet facilities available, and suggested that events should not be held at the location if it cannot accommodate disabled people. She mentioned that they have raised the issue with Fusion multiple times but feels it has been dismissed, highlighting the discrimination against disabled people.

Anita said that the main points to this were that there was a need to emphasise the importance of encouraging community members to participate in the ongoing strategic consultation, as it provides crucial insights that can support decision-makers in making faster progress, and highlight the need for individuals like Daniel to engage with



councillors and those in charge of funding. Secondly, she pointed out the necessity to monitoring big contracts awarded to ensure that the contracted parties fulfil their responsibilities. She also said that we should advocate for residents to actively question and engage with councillors on how they oversee and enforce these contracts to drive positive outcomes.

Phil agreed with this, and expressed the importance of utilising the insights gained, not only in the specific context of DAHPAN, but also to improve how the organisation collaborates with the local authority. Phil highlighted a concern about the lack of robustness in contracts entered into by DAH, despite the council having an expensive legal department. He suggested a need for improvement in how contracts are structured and executed, emphasizing the importance of making them as robust as those from commercial entities.

#### Action Points: -

1. Continue with the mystery shopper programme and implement lessons learnt from the programme. Revisit the initiative next year for further improvements.
2. Establish a referral system to enhance access to services and ensure better outcomes for service users.
3. Work towards a holistic approach to health services, integrating both physical and mental health needs.
4. Increase staff presence and support, particularly in relation to the New River project with the goal of improving services by October.
5. Utilise diverse engagement strategies to energise the community and gather feedback.





6. Address the lack of community participation in meetings led mainly by service providers by implementing changes in community engagements and events.
7. Develop plans to increase staff understanding, sensitivity and awareness regarding mental health.
8. Integrate proactive planning into the branding process, addressing essential aspects before finalising the branding strategy.
9. Share information about the current state of physical activity initiatives in the borough to inform the branding process.

#### 4. Any Other Matters

##### Point 1

Phil spoke about the Social Model of Disability ambassadors event, and the session by David Buxton, who presented the cultural model of deafness and how he focused its implementation within organisations. Phil said that the setup was exceptional, and the presentation was well-received. He also said that the event has provided DAH with a platform to progress, and that there are now clear and positive key objectives in place for the organisation.

Qasim confirmed that it was very good, and how he realised that there are aspects of our work that we are not handling as effectively as we should. Qasim emphasised the importance of occasionally addressing such issues and taking proactive steps to improve, benefiting everyone.

**Action Points: - None**



## Point 2

Anita said that, given that the borough has awarded the one-year programme contract to the GP Federation for digital inclusion, she was interested in understanding how DAH plans to collaborate with the GP Federation to ensure sufficient support for disabled residents accessing both the GP services and the One You programme. She mentioned that the One You programme focuses on aiding individuals with weight loss, smoking cessation, and cardiovascular disease, among other health concerns, and wanted clarity on how DAH intends to facilitate access for disabled residents to these essential health services.

Phil responded that DAH haven't received any invitations to be involved in the process. Despite this, DAH is willing to initiate conversations, track down relevant individuals, and actively engage in the necessary discussions. DAH is open to suggestions regarding specific contacts from Anita and is committed to reaching out to them or identifying the appropriate person for collaboration.

Anita clarified that Phil could speak to the commissioner Bez, who was brilliant, and was the person commissioned to work with both GP Federation and One You. Anita suggested an e-intro to which Phil was happy to have Anita initiate an e-intro.

### Action Points: -

Phil to actively engage in discussions with relevant individuals to explore ways in which DAH can support disabled residents access medical services. Anita suggested Commissioner Bez and has committed to e-introduce Phil.



### Point 3

Daniel raised a query regarding the Spurs foundation and their involvement in meetings. He expressed a desire to meet with the foundation to understand the individuals responsible for the service's structure. He mentioned that he would contact Mark to determine who were the best representatives to invite and, to discuss this with the foundation and take the lead once things are clarified. Jack provided the email contact of Simon Wears who is the well-being manager for the foundation.

Anita mentioned that Adam Miller who used to oversee inclusion is no longer involved. Jack then suggested reaching out to Gareth, who used to work for the foundation and is now associated with Metro Build Sports. He mentioned that Gareth is involved in a VI tennis programme in Highgate, and is interested in expanding programmes, including AVI football at Selby. Jack recommended inviting Gareth to future meetings, believing he can provide valuable insights into physical activities for the blind and visually impaired community. Gareth's email was provided for contact.

### Action Points: -

Daniel to reach out to Simon Wears to arrange a meeting with the hospital foundation to understand their role and structure and how they can support.

Look at possibly inviting Gareth to future meetings.

5. Set Date for new meeting



DAH Physical Activity Network

It has been confirmed that the next DAHPAN meeting will be held on the 24<sup>th</sup> of April 2024 – 12pm to 1:30pm both inhouse at DAH Winkfield and online via Teams. The calendar block for the event has already been sent to all.