

# Community Housing Cymru

# Case Study 1

**Taff Housing** has been communicating vaccine messages in the community, particularly within groups that have been identified as having a lower uptake with the vaccine, using resources provided by Welsh Government. Where they know that tenants are feeling a little more anxious about the team entering their homes, Taff staff have been asking if they have had their vaccine yet and using it as an opportunity to talk about the vaccine alongside the other safety measures in place to allow more confidence when the team does access the property. They have also been signposting to information about what is included in the vaccine following questions and concerns about pork gelatine being an ingredient, pointing tenants towards reliable sources including the Welsh Government website, local health Board, Muslim Council of Wales page, and BAME helpline Wales. Taff Housing has also been supporting tenants to access free transport in order to attend vaccine appointments, following concerns from tenant groups early in the vaccination programme. Tenants are now being signposted to the VEST Community Transport service, a free mini bus provided by Dewis Cymru and supported by the health board.

# Case Study 2

A **CCHA** tenant in Erskine Court, has a severe lung condition and has been shielding for the best part of a year, although he is still accessing the local shops weekly. CCHA spoke to him about support during Covid - of which there was little and although he did have family, he had not seen them during the year as a result of shielding. When asked if he had received the Covid vaccination, he said he had an appointment via his GP but hadn't attended as he'd heard that the vaccine included a Government tracking device and made you more ill, he wasn't sure whether he should have it. This appears to have been picked up via the internet.

CCHA acknowledged that there were many conspiracy theories; but that actually the best advice on the vaccine is provided by the NHS and through PHW, he felt reassured and was going to contact his GP to arrange an appointment.

# What are the key challenges?

- How are people being invited to their vaccine appointments?
  - Is the tenant registered with a GP
  - Do they have access to a phone
  - supported housing tenants in particular may have changed address
- How are people getting to their appointments?
  - Some areas offer free transport services, need to be signposting tenants to this support
- Different areas of Wales face different challenges based on demographics.
  - Taff Housing has been informing tenants about the ingredients in vaccines following concerns about there being pork gelatin

# Resource gaps

- FAQ note for staff to help answer medical questions about the vaccine and countering myths tailored for specific target groups
  - Pregnant people
  - Religious groups
  - Shielding
- Key messages that HAs can use in their own materials
- Need to direct people to reliable and trustworthy sources of information eg about what is in the vaccine. Not all tenants have access to social media, what other resources are available
- Physical resources that trade teams/frontline staff can use when visiting tenants, to address concerns around the vaccine and encourage uptake
- Simple information about the proven effectiveness of the vaccines so far with regard to catching or spreading the virus or experiencing serious symptoms/hospitalisation
- Make sure materials are accessible and available in different languages