

UK Covid-19 Inquiry

Every Story Matters webinar transcript

15 March 2023

Online

Participants

UK Covid-19 Inquiry

6 Participants from UK Covid-19 Inquiry Secretariat

Organisations:

Cambridgeshire County Council

Covid-19 Bereaved Families for Justice Cymru

Covid Bereaved Families for Justice

John's Campaign

Long Covid Kids & Friends Charity

Long Covid Physio

NHS England

Relatives & Residents Association

Royal College of Nursing

Scottish Covid Bereaved

Sense

Trade Union Congress (TUC)

Vaccine Injured & Bereaved UK

Member of the Inquiry team 1: Hello and welcome everybody, thanks for taking the time to join today. I will be talking through our listening exercise, which is Every Story Matters, and talking through some of the features of that, and some of the things it's important to know about how we have put this together. We have heard from organisations and their members that they would like some more clarity on Every Story Matters. We will be covering the methods, purpose and outputs of this project, and I am keen to pull out some time to take questions, so please do ask questions at the appropriate point.

Every Story Matters our UK wide exercise. It enables people UK wide to share their experience of the pandemic with the Inquiry if they choose to do so. It will provide an opportunity for people to tell the Covid Inquiry about their experiences, without the formality of giving evidence or attending a public hearing and this all derived from our Terms of Reference which explicitly states that we will listen to people who have been affected by the pandemic and use that to inform the Inquiry and that's what we fully intend to do.

The legal process (which, of course we are not covering today) determines what happened and why, and Every Story Matters will be adding to that thinking and that bank of information, and really helping us to understand the human impact of what happened throughout the pandemic, which we think is important for understanding the whole problem and therefore making better recommendations in the future.

The information that we gather through the listening exercise, through Every Story Matters, will be collated and analysed and turned into what we would call a research report, which will then be fed into the legal process, and help inform our lawyers on the Inquiry and ultimately the Chair in recommendations for the future, and we think that is really important to ensure that it is part of the legal process, that is part of the record, and people's experiences have been logged. It is important to say that individual experiences will not be reported on and everything will be done anonymously. There may be case studies within these reports. We are still working on what the reports will look like, and how they can add most value to the process, but individuals will not be named and we will be looking at the large amounts of information that come through, and looking at different trends and patterns and different themes as a way of informing the legal process.

We think that having this information is going to make the recommendations more robust. The Inquiry process (as I'm sure you are all aware) is looking at what happened and why, and then making recommendations to avoid, usually bad things happening again in the future, and that is what the listening exercise is designed to underpin. When we have evidence, like impacts on people and the population, then those recommendations will be stronger and more likely to be implemented because they have a stronger evidence base.

We are looking at how these reports will be put together. I can't talk in too much detail at the moment, because we've actually only really just started listening, and a lot of it will be driven by the information and data that we get through, and understanding people's experiences. Whilst I can't paint a full picture of what each report will look like, I can tell you that they will be fed into the Inquiry's modules. As you probably know, the Inquiry has been broken down into modules, of different topics and the reports will inform each relevant module to be considered as part of the evidence base. This means that Core Participants will get sight of them as part of the process, before they are ultimately made public.

I'll move on now to how people can actually engage with Every Story Matters. We have put together a package of different routes for people to share their experiences with us, in a way that works for them and in a way that we can make best use of the information and analyse it to produce robust reports.

The main way for people to share their experience is online, and we have published an (what we call) interim version of our online sharing form last year. It was a pilot, a soft launch, and we wanted to get feedback so that we can improve it. Thank you to anybody that has shared their experience through that form and it will be going into the same pot of information that we will be using to inform the reports for the listening exercise, but you will expect to see (in the spring), a new and updated version of the form, based on the large amounts of feedback that we have had through the form and user testing.

We have also been thinking through how to make a sharing experience available for people with different needs. So, where people can't access the webform, we are making available paper copies, so that people can respond in writing, and where people cannot use a paper copy, we will have a telephone line which can be used to talk and share the experience verbally. That will be available in different languages, and will be set up probably later on this year (it won't be available immediately, but I think after the spring).

The other thing to say is that the experiences that are shared with us about the pandemic, we are looking to have most of those done in writing, or over the telephone. Some people though want to share in person, and this is something that we heard very clearly from

previous engagement and discussions with organisations and individuals. We are looking to set up a programme of community listening events around the country, which will be in places that are accessible for people, and some of them might be open, some of them might be for specific groups, but all of the listening that we do for those events will also feed into the listening exercise reports through the analysis.

We are also doing something that we are calling targeted qualitative conversations. I appreciate that's not particularly clear, but we know that the value of doing this listening work is to inform the Inquiry's legal process and produce these robust recommendations, and so there are things that our lawyers are specifically looking for, and want to understand the human impact of. We are doing some proactive, targeted research with particular groups, particularly seldom heard, and really reaching out to find answers to what the lawyers are looking for on specific modules. That is coming together with the information that we are collecting through the website, through the listening events, in order to inform the evidence base that will be submitted to the legal process.

There's a variety of different routes. I should also say that, the point about making the listening exercise as accessible as possible, we have some ways of communicating what the listening exercise is about and how people will take part, which we are currently working on, including British Sign Language, video, Easy Read, Braille and other languages. So, that is about us having information available to give to people about how to take part. Unfortunately, we can't take in responses and have people share their experiences in BSL or video or Easy Read or Braille formats, but that information will be available upfront to enable people to understand how they can contribute.

There is still much discussion in recent days and weeks about how children and young people might engage in our listening exercise. That's something I can't give you an answer to today unfortunately, but that's something that we are considering and thinking through, and I'm sure you'll appreciate that engaging with young people carries more complexity than engaging with adults generally, so we are working through some of the issues around how we might do that, and I hope to update you and others at some point in the near future.

I'm going to talk a little bit about the analysis that's used to take all of these individual experiences that have been shared, very personal experiences that are very valuable, and how we are going to turn that into reports that can be submitted into the Inquiry process and add that the value that I've been talking about. As I've said, all of the information that has been gathered will be gathered on an anonymous basis. Where some personal details are shared at organised sessions or events, these will not be shared alongside people's accounts and people's experiences. The way that we are analysing the different pots of information that we gather, the different experiences, is a combination of human analysis and artificial intelligence. I'm sure you can appreciate that the scale at which we expect responses and people wanting to share, so we think the combination of humans reading and also using computer programmes to help us analyse is going to be the way that we can truly understand at scale the impact of the pandemic on the UK population. We took a very similar approach to our Terms of Reference consultation and if you want some more details about what that analytical approach looks like, please do go onto our website and have a look at reports around the Terms of Reference consultation, which explain in a fair amount of detail how it works. That combination of human and computing software is, we think, a really good formula, in that it reduces any human bias and also allows us to look at scale across everybody's experiences and understand how the UK was affected.

We are also looking to produce a final report at the end of the Inquiry, on the listening exercise, so the listening exercise is going to be open for the foreseeable. It opens in spring, but it will be open for a while and we will make everybody aware as we approach closing it, but we are very conscious that people might not be ready to share now and we want to give people time to do that. People will be sharing across a number of months and possibly years, so we are looking to do a final listening exercise report at the end of the Inquiry as

well, to ensure that everybody's input has been suitably contributed to the legal process. I think the other thing to say is any other feedback anybody has, particularly on our online form that is currently on the website, that we launched in November and is a soft launch, please do feel free to send it through. Feedback is really important to us, we really want to learn and understand people's individual experiences of using our different aspects of the listening exercise, how they can be better optimised and work for people, and we are really reliant on feedback for improving.

Some things that I can talk through that will be different between the existing form and the future form is that we are improving our support for signposting towards emotional support organisations and trying to make the form feel warmer and we are adding a feature called 'save and return', so that if people want to take a pause part way through and come back to fill out their experience later, they can do so.

Ok, as I'm reaching the end of my segment now, and I'm shortly going to be handing over to [my colleague], the main takeaway is, we are looking to launch ESM (Every Story Matters), in the late spring and we are looking to launch our community events later on this year. So whilst at the moment we have just a pilot version of the online form, later this year you will see different ways that people can contribute, starting to come together, which we hope will respond to all the different needs people have. I'll stop speaking there and hand over to my colleague.

Member of the Inquiry team 2: Hello everyone, very pleased to meet you. I am going to be telling you a little bit about the Every Story Matters communication campaign.

We are working with communications and research experts to support the design and delivery of the Every Story Matters campaign, designing an extensive nationwide exercise that will enable thousands of people across the UK to share their experiences of the pandemic.

The Inquiry has appointed research and communication specialists to support this. No listening will be carried out by those communication agencies. In October, we appointed two companies to support us with designing the Every Story Matters strategy, research experts Ipsos, and communications specialists M&C Saatchi. An agency called 23Red has also been subcontracted by M&C Saatchi, to provide the Inquiry with expertise on working with external organisations to support engagement and encourage people to share their experiences. Neither M&C Saatchi or 23Red will have direct engagement with people sharing their experiences with the Inquiry. They do not collect the documentation, experiences or recollections, nor will they have any access to the experiences which people have shared with the Inquiry. Their role is to help us to make sure that people know about Every Story Matters and have the opportunity to take part. We will do this by using a national advertising campaign, by working with the press, and most importantly by working with organisations (some of them on this call) to help us speak to those most affected by the pandemic. We are still designing how Every Story Matters is going to look, and the messages we are going to use, and throughout that process we sought input from those most affected by Covid, ranging from focus groups on our initial concepts, right through to testing our messages, and that's still very much under way.

One example of that is the Every Story Matters logo, which incorporates a series of words, which capture the ethos of the listening exercise and just show that everyone's experience of the pandemic matters.

We asked organisations to submit their suggestions, and the finished result includes a range of names and family terms that were suggested to us, balanced with the representation of the diversity of the UK. As you've heard today, Every Story Matters is key to helping the team at the Inquiry understand and represent the human impact of the pandemic, and that is a responsibility that the whole Inquiry takes seriously. We've got a really important mission

and we know that we can't do it alone, which is why we are asking for support from a range of organisations to help us with this campaign. The trust and relationships that you and your organisations will have with your members will be really powerful in helping us to raise awareness of the Inquiry and awareness of Every Story Matters, to make sure they have the opportunity to contribute their experiences to the Inquiry.

We are going to be producing a toolkit, which will have a whole range of materials to help you speak to your members about Every Story Matters and encourage them to take part, and we look forward to sharing that with you, before the campaign kicks off in earnest. But when it comes to your members, you guys are the experts and we'd love to hear from you if you've got any ideas about the specific types of content that might work well, whether it's things to watch out for, or if there's any opportunities coming up in the next few months, where we can look to join up and spread the message about Every Story Matters, anything at all, please send us an email.

Member of the Inquiry team 3: Thank you very much. There was one person I was hoping I would be able to introduce to you today, who is our Head of Safeguarding and Support. She brings decades of experience of social work and counselling. Unfortunately, she has had an emergency and has had to step away from the call. What she would have talked about is about how everything we do starts from what we call being trauma informed, which is the point at which we have to remind ourselves that nobody is the same, and everybody has different experiences of trauma and everybody's experiences are unique.

Something that is incredibly important to us, is that we are able to provide people with support where we can, for people to contribute to the Inquiry. So, in some cases we will have enhanced support available to people and in other cases we will be pointing people to support that is available that is put onto our website. For example, we do take our safeguarding and support responsibilities incredibly seriously as an Inquiry. If anyone has been to any of our preliminary hearings so far, you would have seen we always have support and safeguarding officers there and we will look to ensure that we have the right level of support available to people as they participate in all aspects of the Inquiry, whether that is in hearings or within Every Story Matters.

We will share more information about what it means to be trauma informed and how we take our responsibilities of emotional support and safeguarding really seriously.

We've got a lot of questions, so I want to make sure that we have got time to cover the questions submitted, and any questions that people have got as follow ups to what has been presented so far. So, I'm going to hand over to pick up on how we go through these questions.

Member of the Inquiry team 4: As mentioned, it's now time for your questions. We are first going to go to those who have submitted their questions to us in advance, but don't worry if you haven't submitted a question in advance, you can put your question into the chat and then we will then come to those questions afterward. Just in terms of Google Meet, because I know not everyone is familiar with it, the chat function is the little dialogue box in the little right hand corner. So you are welcome to put questions in there and we will come to them after the ones that we have received in advance. If those that have submitted in advance have follow up questions, as mentioned earlier, we want to give as many people as possible the opportunity to ask questions afterward. We won't be able to come directly to follow ups afterward, but you are more than welcome to put them into the chat.

How this is going to work is that I'll read out one of the questions that we have already been sent, and then I'll give the person that has asked the question the opportunity to add anything, any extra context to that question. Just as a reminder, everyone will have a maximum of 2 minutes to ask their question and provide any extra context. This is just to

make sure that we give as many people as possible the opportunity to get their questions answered on today's call and to avoid cutting people off mid-flow, I will raise my hand. That will look like this and you will hear that noise, and you will know that you are at 1 minute and 30 seconds, just so that you are aware that you have got 30 seconds left. Does that all sound ok with everyone? Is that all clear? Fantastic. I'm going to come to the first question that we've received, and this is from the Royal College of Nursing, so, if you're on the call, (and I'm sure that you are) I will invite you to unmute yourself and I will read out your questions.

I'm going to take two of your questions first, and then go to your further questions. The first one is 'How will participant's accounts be kept anonymous'? And, the second question related to anonymity is What will happen if something is disclosed during the course of the listening exercise which clearly ought to be investigated separately, such as a criminal offence or a breach of a regulatory Code of Conduct?

Royal College of Nursing, did you want to speak to those questions?

Royal College of Nursing (RCN): First of all, thank you for the information that has been provided already. It's very helpful for our members, who we hope in due course will be contacting yourselves and sharing their experiences of working through the pandemic. I think that the two points you've raised at the outset are the questions that we were interested in, which were 'how will the information shared by members be kept anonymous and so, if there are instances where what is disclosed could be considered to have amounted to potentially a breach of regulatory code of conduct or even a criminal offence, how would that then be taken forward, if at all?

Member of the Inquiry team 1: Thank you. I'll answer that question on anonymity and my colleague will pick up the one about instances being investigated.

We knew from some early research that we did, that people being able to submit their experiences to us anonymously was important. Now, that's not to say that everyone will want to submit anonymously, but the majority did, so we have built that into our different ways of collecting people's experiences.

As I've already mentioned, most people will share through the website and the webform that we have developed and are continuing to develop. We are not collecting personal data through the webform, particularly contact details such as names and addresses and we will actively discourage people from putting that information in, but we do collect some personal data that enables us to put in features like 'save and continue' which I outlined earlier, and this will be in the new version of the form that's coming later in the spring. There is personal data gathered from our technical capability on the form, but no personal contact details are gathered. On the targeted research, where we are going out and finding people in particular groups, personal data is required, of course, in order to speak to people, and arrange meetings with them, but we will not be storing that data alongside the interview and discussion with them, and personal data is destroyed after an amount of time.

I will pause there, and on the point of investigation, hand over to my colleague.

Member of the Inquiry team 5: I think that we should be clear on the potential criminal offences point. Under the Criminal Justice Act (2005), the Inquiry cannot determine a person's criminal or civil liability, and then just picking up on what was said about the online form, on the webform, because we're not asking for personal details within that form, any ability to act on such reports, would of be course limited. However, we are really conscious that participants may disclose information which could involve unlawful activity, or a code that I think that you mentioned specifically in the question. The participant may consider this to be whistleblowing, so we are working on a policy to provide some really clear guidance for participants in Every Story Matters, which might include for example, signposting to the appropriate bodies, for making some sort of whistleblowing allegations. I hope that's helpful.

RCN: Thanks very much.

Member of the Inquiry team 4: Thanks all. RCN, you had another question: “how will confidentiality be preserved at the community listening events?”, did you want to add anything to that? Or are you happy for me to hand over to provide an answer?

RCN: No, I’m happy for you to pass that one over, thank you.

Member of the Inquiry team 4: Fantastic, I’ll pass over to my colleague to answer that question.

Member of the Inquiry team 6: Hi everyone, I work in the engagement team here. So as was touched on before, the purpose of the community listening events is so that people can share their pandemic experiences in their local communities. It’s in response to direct feedback from people that they would like to be able to do that.

I have to caveat that we are at a very early stage of planning our community listening events. We are going to be procuring a community engagement expert to help us design the event over the next couple of months. Our very early thinking is that some of the events will be open to the public, some will be much smaller and will be targeted by those who have been particularly impacted by covid, people like yourself, healthcare workers, the bereaved, people living in care homes and children and young people.

In terms of preserving confidentiality, as mentioned, all our listening will be delivered by trauma informed listening staff, and they will be helping people to either submit their information through the webform, or through paper copies, so that we can be consistent with everyone who is sharing their experiences, that they can then be fed into the listening exercise report. As is the case with the webform, people will be asked not to submit their own personal details. So I hope that answers your question, but there will be more details and we will keep you updated as the events come together.

RCN: Thanks very much.

Member of the Inquiry team 4: Thanks very much, and then we’ve got another Royal College of Nursing question, which is ‘Are participants able to submit any evidence to support their accounts?’ RCN, did you want to speak to the context around this question?

RCN: Certainly, so the thinking here was that if some of our members had instances, of for example PPE inadequacies or if they had taken a picture for example, of how PPE had caused... well, how difficult it was to wear PPE, for the duration that they were wearing it for, would that be able to be shared or is it just their verbal accounts that is being asked rather than photographs and any form of evidence.

Member of the Inquiry team 1: Thank you for asking this question. We are not intending that the website form, or indeed the other ways of contributing to the listening exercise are able to gather either videos, or photos or files. In part, this is because technologically, this is very challenging for us, both from the actual building of the web platform but also, from an analytical point of view. The other thing to say is that from our Terms of Reference, we are listening to experiences, but we are not investigating individual circumstances, so whilst it probably feels very salient to somebody’s sharing of their experience, we’re not able to consider things that are supporting of things in other formats, so we would encourage people to write down what other supporting information they may have, rather than to submit it in an alternative format.

RCN: Thank you.

Member of the Inquiry team 4: The final question, we’ve got another question from RCN, but it’s very similar to a question from the John’s Campaign, so I’m going to read both

questions out, and then if we've got a representative on the call, I'll ask if you'd like to give any further context.

The question asked by RCN is 'how will the Inquiry ensure that people with disabilities are able to access and engage with the listening exercise?' And the John's Campaign question is slightly broader and asks, 'How are you ensuring accessibility for individuals with disabilities or people who may face accessibility issues, for example as the speaker of a minority language, when separated from trusted family interpreters?'

So John's Campaign, if you're on the call, I don't know if you wanted to speak to that question?

John's Campaign: Yes, I think you've missed part of our question out, which I know is difficult but I think it needs to be answered. What about people who don't communicate with words?

Member of the Inquiry team 4: So, we've got that one coming, I just thought I'd address that one separately but we can put that one in.

John's Campaign: No, no, please, let's hear, because I heard that the forms will be in different languages. One of the things I've learnt through the pandemic is how many, and how small, how some languages are very very precise, but it seemed to us during the pandemic that it's particularly those people, who were most often disadvantaged, if they were separated from their family, somebody who spoke and understood only a very, non-numerous language (I can't think of the right words) had particular difficulties. So, it's not just the mainstream minority languages, it's the tiny, tiny ones I'm asking about.

Member of the Inquiry team 4: Thanks John's Campaign, I'll pass over to my colleague to answer that question, and please feel free to answer the question about non-verbal responses as well.

Member of the Inquiry team 1: I'll address it in order. I'll talk about accessibility, then languages, then non-verbal.

We're really mindful of the need for people to share their experience from a variety of backgrounds and have as broad as possible engagement and sharing with the listening exercise, because that's really important for our Terms of Reference and for understanding the impact of the pandemic. This is something that we've been working through in a fair amount of detail and trying to get to a place where we have the right formats for people to access information about the listening exercise and to be able to respond. And we have been having discussions with organisations with particular expertise in this and I think we will continue to do so because we are really reliant on those of you who engage really regularly with different audiences with different access needs. Thank you for your help and support so far and it's the case that we will come back to you to test ideas and continue to iterate.

As I outlined, the majority of people, we expect to use the online webform, and of course that's not going to be right for everybody, so we've got those paper versions, and then where people can't use a paper version, there will be a phone line.

We are making the form available in different languages and it's a very good point that the top languages in the country do not cover everybody, and there are some very specific and lesser spoken languages that we need to take account of. The language line that we set up, for people who cannot use online or paper forms, we will look into ensuring that we've got something that's available for people with various specific language needs. Thank you for raising that point, and that's an important piece of feedback that we need to consider.

I've already talked about the different formats that we're making information available in, for how to take part in the listening exercise. There's BSL, video, Easy Read and Braille and hopefully that's useful background that provides some reassurance that we are trying to

reach different people. As I've noted, our ability to receive people's experiences in those formats is much more challenging, particularly, anything that involves video, audio, or larger files to be shared with us. So, that's something that we're not looking to progress at this moment. On the community listening events, we will need to design those while taking into account different people's needs and we will need to engage with the accessibility organisations, so that we've got those needs in mind when we are designing how those events are put together, who is there to support and where they are etc.

I'll just cover non-verbal, which is a really good point to raise and thank you very much for doing so. Again, we are looking to work organisations, to make sure we're reaching seldom heard groups and often the people around this virtual table are the ones who are the experts and we are really keen to develop an offer in non-verbal and it's something that I think we will probably try in cover off in the targeted research, because we are very aware that people who communicate non-verbally, were people who were very much affected by the pandemic. I think the headline on that is thanks for raising and we need to continue the conversation on how we can do that most effectively.

John's Campaign: Can I just make one other point, which is, will you be able to prioritise this, because as you rightly say, these are groups that were severely impacted that are also groups with a briefer life expectancy (many of them). I think I am probably pre-empting a question from my friends at the Relatives and Residents Association, but we are anxious about the timescale for these people in particular. Thank you.

Member of the Inquiry team 4: Thanks John's Campaign and thanks for that response. We've now got another question from the John's Campaign: 'How will you ensure that people without digital access know about, are able to participate and have their voices heard in the Inquiry?' John's Campaign, that's quite similar to the question you popped into the chat, would you like to speak to that question?

John's Campaign: Like I've put in the chat, and obviously, you've talked about the different ways people can get involved, but also, there's no point in having paper copies and community listening events if the only way they are advertised is online. We know that a lot of people affected by the pandemic would have been elderly, people with disabilities, and we know that these groups are less likely to have digital access or varying degrees of digital access, so we just feel that it's really really important that not only are different methods available, but people are made aware of the ways that are offline as well.

Member of the Inquiry team 4: Thanks John's Campaign. I'm going to pass it to my colleague to take that question.

Member of the Inquiry team 6: As was touched on, there will be a large-scale public information campaign, so you will see Every Story Matters in traditional media as well as online media and the community listening events will have paper copies available. A big part of our work is going to be working with charities and grass roots organisations, so that we can reach people that are digitally excluded. We are talking to homeless charities and they've got those networks and know the best way to reach those people to make sure that they can access the materials.

John's Campaign: Ok thanks.

Member of the Inquiry team 4: We are now going to move onto another question from an individual. The question is, 'why is it felt that a logo is needed?' I don't think the person is on the line, so I'm going to pass that to my colleague to respond to.

Member of the Inquiry team 2: In order to reach and capture experiences from a variety of audiences across the UK we need to help those audiences to understand the opportunity, how to share their experience, but also, why sharing their experience is so important and feel reassured that their experience will be captured, stored and used safely and ethically.

We have conducted research with both nationally representative panels and audiences most impacted by the pandemic to understand the barriers that they may face in terms of wanting to share their experience of the pandemic with the Inquiry.

One thing that I think it's important to say, is that the phrase listening exercise was not well received by audiences, so we designed both a name and descriptor to help us communicate what Every Story Matters is all about, in a way that is inviting and reassuring. Both the name and descriptor have been robustly tested and we are assured that the logo and descriptor, as part of the upcoming campaign, will give us the strongest chance of encouraging a diverse range of audiences to share their experience.

Member of the Inquiry team 4: Thanks, I'm going to move onto a second question submitted by the same individual, which is also about our logo 'Why are most of the names on the logo upside down? Which of your 'suppliers' designed the logo and what was the cost please? What benefits will be derived from that use of scarce funds?'

Member of the Inquiry team 2: I'll answer the first one about the logo and the design of it, the actual process of design. In terms of the logo itself, reading the words is not really critical to how individuals share their experiences. The names and the different ways to refer to family members included in the logo are intended to show the breadth of the human impact of the pandemic and give organisations and individuals a chance to mention names that were important to them in our upcoming campaign.

In terms of the actual design process, the logo was designed by M&C Saatchi as part of their contract. The details of the contract value were made publically available at the end of last year on the contracts finder website.

The benefit of communicating effectively with audiences is to encourage a high volume of submissions to allow the Inquiry to consider the full spectrum of human impact in reaching its recommendations.

We will be providing regular updates on Inquiry expenditure on our website.

Member of the Inquiry team 4: Thanks . I'm now going to move onto the question that was submitted by the Relatives & Residents Association and that question is, What will be done to engage people living in care in the listening exercise who may not be able to participate on-line, by phone or by post? Do we have any representatives of the Relatives & Residents Association who want to speak to that?

Relatives & Residents Association (R&R): Yes, I'm here on behalf of Relatives & Residents Association. Our question was about what will be done to facilitate participation of people who might face barriers, people in care settings. And yes, it was really interesting to hear about the community listening events and the targeted research. It would be good to hear if there has been any thinking there or planning around how those methods in particular can engage people in care settings? And also, just to pick up on what Julia mentioned, so for older adults in care, we know the average length of stay in a care home is around 2 years, so how will this be considered in terms of thinking about timelines, and thinking about proactively engaging people in care settings.

Member of the Inquiry team 6: Yes, we recognise that people living in care homes are one of the groups most affected by the pandemic and they are some of the people that we would look to prioritise for our targeted community listening events (the smaller events, targeting specific groups). In terms of the timescales of those, we are looking to do an early pilot in August to December. So, we are looking to roll those out quite quickly. We will be working with community engagement experts who have experience of a local network, so that we can ensure that we are delivering a bespoke, appropriate session for people in care.

We will also be working with charities, who have those skills in working with people living in care homes, with specific conditions, so that they are able to participate in the listening exercise.

We are at an early stage with community listening events, so there will be further updates and we will be coming back out to you, to see what you think.

Member of the Inquiry team 4: Thanks. That is the end of the section for questions that were sent in advance. I am now going to address the questions that have been put into the chat. The first question is from Scottish Covid Bereaved. It's a question about the community listening events, about whether they will be group discussions or 1-2-1? Did you want to come in and speak to your question?

Scottish Covid Bereaved: Yes, it really is just that, I wasn't sure if I'd picked up if there is going to be an opportunity for 1-2-1, that might be quite logistically challenging to do that, obviously it will be welcomed by some, or is it going to be like groups of people?

Member of the Inquiry team 4: Fantastic, thanks. I'm going to pass over to my colleague to take that question.

Member of the Inquiry team 6: we are still shaping the events, at the moment. Our early thinking is we will have some larger events, and then some much smaller events. We will be working with people that have done this before, and we'll take their advice on the best way to facilitate this. I think, what's probably best is for us to come back to you with some of the options and see what you think will work best with specific groups. For people who have experienced bereavement, we would look to do a smaller, more bespoke event, that takes account of their experience.

What's your view? What do you think would work best?

Individual: I think a blended approach, but with the caveat of meeting people's expectations as well. As you said, I'm part of Scottish Covid Bereaved, and it can be quite upsetting. I've got quite a long story, sometimes I can talk about it and it's fine but sometimes I can't.

But, I was reassured as well that you spoke about the safeguarding and support, but it was just to say that I think that if that was offered, it would be quite an attractive option for people, but it might be quite logistically challenging to do that. And then, as I say, reassured about the safeguarding and support element that you are going to build into these events so that's good. I think that, if the community events, again, there's going to be pluses and minuses for people in those as well. And so, then going back to the blended approach, and how you feel is best.

Member of the Inquiry team 6: Thank you.

Member of the Inquiry team 4: Thanks, I'm now going to the second question that we've had in the chat, which is from [Royal College of Nursing]. I'll just read it out, then I'll invite my colleague to come in and speak to the question:

'We heard that responses to the listening exercise will feed into relevant modules. Does that mean that responses from healthcare workers will be pulled out and fed into Module 3?' (For those of you who don't know what module 3 is, that is our healthcare module), 'If so, does that necessarily mean that there is a deadline for healthcare workers to submit their experiences if they are to be considered as part of the impact on healthcare systems?'

Did you want to speak to that question?

[Royal College of Nursing]: I suppose the question came from a place of wanting to understand whether we should be telling our members that their experiences will have greater impact in the Inquiry if they are submitted ahead of the Module 3 evidential hearings.

I hope that doesn't step too far into the legal side of things, but it's about when people should be engaging. Is the message sooner rather than later if possible?

Member of the Inquiry team 4: Thanks, that's really clear, I'll pass over to my colleague to take that one.

Member of the Inquiry team 1: You're absolutely right, that people sharing their experiences, ahead of the relevant module, is important. As outlined at the beginning though, we are intending to do a final listening exercise report, that will collate any experiences that are shared after the relevant module, and of course, there are some people's experiences which are highly relevant to specific modules, but given the broad range of the way that the pandemic has affected people, often, bits of your experience that you are sharing could be relevant to a range of different modules as well.

So yes, we will be encouraging people to share at the right time, and they can feed into the most relevant module, but please be reassured that if they are not ready to share, and share later, it still will find its way into the Inquiry in some way, whether that's because it's relevant to a different module or whether that's because it gets wrapped up in the final listening exercise report.

Member of the Inquiry team 4: Thanks very much. I'm now going to come to the third question in the chat that's from [Sense]. I will read it out and invite [Sense] to speak to the question.

So this is a question about community listening events and targeted qualitative conversations. [Sense] have asked the question, 'will you be providing interpreters and communication support as required? It's great that additional formats of information will be available, there will need to be a rethink on the way people respond as what you outlined will not be accessible for many. For example, those with BSL as a first language?' [Sense] did you want to unmute yourself and speak to this question?

Sense: Yes, I'm from Sense, a national disability charity, but we are also part of the Disabilities Charity Consortium. And just to raise the accessibility side of things, I think you've probably spoken to some colleagues as well, and it's great to hear other people asking the questions about access. But, one of the reasons that we're really concerned about, and I think we want to feed into the Covid Inquiry, is around the lack of accessible information people had available to them, to make important decisions in keeping themselves safe.

It's great that there's this stuff in place around accessible formats, there is going to need to be a bit of a rethink. It's not acceptable for people that have BSL as a first language to be able to get the information that they need about being able to participate but not be able to communicate back to you in their first language. And that's not the only group of people that we need to think about here. There's some examples of best practice that we've seen from Ofcom and others that I've put in the chat.

But it's just to bring out that accessibility is something that we really need to get right, because it's something that wasn't got right (that's not a grammatically correct sentence) during the Covid Inquiry. So we really want to ensure that disabled people, who are a group that we really feel were a group that were left behind during the pandemic, as I'm sure many, many people would agree, and have other groups who feel that disabled people are not left behind in the Inquiry.

Member of the Inquiry team 1: Thanks [Sense] for raising this, and it is something that we've heard a couple of times now, people not being able to communicate back in BSL, or indeed in ISL, because there are different versions spoken across the island, so, it is good to hear again and I think you've made a very strong point. So, I think it's something we need to take away and consider, how we might take account of that.

We are limited as I outlined on our digital way of gathering experiences through the webform and the website, but it would be good to sort of look at alternatives. And, if you've got any thoughts or ideas on how we might best deliver that, that would be enormously helpful as well. You are the expert in this, and we are really reliant on expert advice.

On the targeted, qualitative research, I maybe didn't make it totally clear (and I'm sorry) in my introduction, that that's a relatively small group of individuals that are being proactively recruited (if you will), found, through the research company that will be conducting the research. It's not an open offer to the public. Our open offers are the website, and to some extent the community listening events, and where needed, the phone line and the language line as well.

The targeted research, absolutely, we are going to need to make sure that different accessibility needs are taken account there, and we are really, really conscious that we don't want to undermine the inequalities that were felt throughout the pandemic and actually, we need to be getting this right. We don't have too many details at this point, but through the targeted research, we will need to take account of those different needs.

Member of the Inquiry team 6: Thank you for raising it [Sense] as I said, we are looking at smaller, more targeted events. So, that's definitely something we can take away and feed into that approach, so that we can make sure that people are able to participate.

Sense: Can I just jump in with a couple of thoughts there? Thank you for that update, really good. I think the key things are providing key ways and opportunities, so that people can tell you if they have needs that need to be met. But also communicating clearly if you're providing that from the outset. So it can be really helpful for people if you say, 'we're going to have this community listening event, we've got a BSL interpreter, we've got this in place', It's really helpful for people to know, so that it's something that they can access and engage with or 'if you have needs that we need to meet, get in touch with us and we can find a way of doing it', because, I think you're not going to be able to cover everything, every time and I understand that, but it's just making it as easy as possible to know how their needs are going to be met, or could be met if they need to be.

Member of the Inquiry team 3: Thank you [Sense], I'll jump in because your point is really well made.

We are actually just about to publish our accessibility policy, which we developed with a number of different accessible expert organisations. Our commitment is really clear in there, and it applies to the hearings as well.

If people tell us that they need an interpreter, or they tell us in advance that they're coming to a hearing for example and going to be asking to give their testimony in BSL, that they tell us and we can arrange these things. I think the same applies, if we know in advance, then we can do as much as possible to make translation available to people.

The onus is on us to make it clear, how do people find that out from us. So, is it that they just go on our website and stumble across it, or is it that we communicate it in clear ways?

That's why we've got such a comprehensive communications campaign, so that people can know what's available, when, and how to get access to things.

Member of the Inquiry team 4: Thanks very much [Sense], and the Inquiry team for those questions and responses, much appreciated. I'm going to now come on to our fourth

question, which is from [an individual]. I'll read this question out. It says "I am concerned about the weighting given to different groups in Every Story Matters. No other experience of Covid is as extreme as that of death. We, the bereaved, speak for the dead; they have no other voice, and surely their stories should have the greatest prominence in Every Story Matters?"

Did you want to speak to the question that you've raised there?

[Individual]: I just wanted to add that there will be many thousands of people contributing, and different groups contributing, to every story matters, but the dead have no voice. That is the most extreme reaction to Covid, from anybody's experience, and I am just a little bit concerned that the voice of the dead will be drowned out by the multivarious experiences of the living.

Member of the Inquiry team 3: Thank you, you make a good point, and I'm sure that you are aware that our Chair, Baroness Hallett, has made it clear that the bereaved are at the centre of this Inquiry. I think that the important thing for us is to do 2 things. One is to make sure, that we provide a listening exercise, that Every Story Matters reaches the bereaved across the whole of the UK and people can contribute to it, and people can use whatever routes works for them to share their experience, and that we make sure, that the information that is shared, is analysed and pulled into the relevant reports.

For example, I make an assumption (because obviously we haven't got to that point yet), that we are seeing lots and lots of experiences shared, but the Module 3 report that will be compiled, will be heavily weighted towards people who experienced bereavement, as well as those who were working in healthcare during the pandemic. So, there will be, that will be brought in.

I know there's also a question later on about vaccine death, and I haven't got your name on the screen, you're down as unknown. But equally, people who have experienced bereavement are not necessarily people who have passed away because of Covid-19, but because of what the pandemic did to the UK and what it did to our healthcare system generally. They are really, really important experiences and they are very very valuable, so you do have a place in Every Story Matters and we want to hear all of those experiences.

What we will do is make sure that if somebody comes forward and tells us about whether or not it's a vaccine death, it will be kept, and it will be made sure that it goes through relevant reports that are to do with things like vaccines for example. So, please, I would urge you to make sure that you help colleagues and friends, family and people who want to contribute to Every Story Matters, to make their voice heard. Because only by making sure that we gather those experiences can we make sure that the report feels like it represents everybody's experiences of the pandemic and as you say, the voices of the bereaved are really, really important, so we want to make sure that they come out really strongly in those reports, wherever they are relevant.

Does that help?

[Individual]: Well, yes, it's an expression of good intent, which I much appreciate, but I am nervous about these outside agencies that will be processing, report after report, after report. And, we will have absolutely no control over how our experiences are analysed, synthesised and summarised, and that worries me.

Member of the Inquiry team 3: Ok, so the company that is doing the analysis is Ipsos, who have got a huge amount of experience in terms of research.

The reports will be disclosed to Core Participants, so, for example, if you are a member of Bereaved Families for Justice, they will be disclosed to you and you will be able to see them.

Really importantly, we need to make sure these reports answer the key questions in each of these modules. So, what we'll be doing is looking at, what does that report look like after a few months, and then we'll be asking people to look at it from a legal side and say 'are there further areas that we need to explore'. And making sure that we can then go back out and see if there's other parts of pandemic experience that we need to draw into that report.

So, we'll be making sure that we'll be able to make those reports as inclusive and comprehensive as possible. I realise that it feels difficult to trust when you can't see and I hope that you can hear that we want to do this right and we want to do this properly and we can use really good methodologies right the way through this so that we're not infusing any bias into the reports, that we're asking people to tell us what happened and trust that their information will be examined and analysed appropriately.

Member of the Inquiry team 4: Thanks for the response and thanks for the question. I am going to go onto the question: "What covid safety mitigations will be in place for community listening events?" [Long Covid Physio], did you want to speak to your question there?

Long Covid Physio: I am from Long Covid Physio and I am also living with Long Covid, so please forgive me if I am stumbling a bit on my words, because I'm fatigued now.

Really, it's about the community listening events, and it sounds like you're putting lots of thought into, which is fantastic, but obviously, anyone that is extremely clinically vulnerable, is advised not to go into buildings with lots of people, and really they are excluded a lot, from a lot of life at present, because there are no mitigations in a number of public buildings and private buildings, and so nobody knows who can develop Long Covid, or serious consequences from catching Covid, and so to me, it feels very important that when we are investigating the effects of Covid, we don't unwittingly pass Covid onto anybody or exclude people who are extremely clinically vulnerable.

I wondered whether there are plans to put in Covid mitigations, which as now evidence shows can help reduce the spread of Covid, and what your plans are. Thank you.

Member of the Inquiry team 4: Thanks Long Covid Physio, as it's a question about Community Listening Events, I'll pass over to my colleague.

Member of the Inquiry team 6: Thanks for that. I think that we are at a very early stage with these events. I think your point is really important. It will come down to, we'll be having bespoke events for those that are clinically vulnerable, that take into account people like yourselves needs, and we'll definitely consider that, and make that part of the approach.

So I think, at the moment, it's still too early for us to say what these events will exactly look like, but we'll definitely build that into our thinking.

Long Covid Physio: Will you be seeking advice from people who are experts in preventing the spread of Covid, because I am grateful for your point that you will make sessions for people who are extremely clinically vulnerable, but for those of us living with Long Covid, many of us didn't know that we were going to be extremely clinically vulnerable. We were well, and the group I represent, we were all working in healthcare, then we caught Covid and have become very unwell and disabled.

So any person attending an event could develop Long Covid, so it's not just clinically vulnerable people that need protecting in my mind. Everybody is worthy of being protected and if you're organising a group event around Covid, Should we not be protecting everybody from future Long Covid.

Member of the Inquiry team 6: The Inquiry does have a Covid Policy that we use ahead of our hearings, whatever we do put in place, we will communicate ahead of time, so people are informed and they know what measures we're taking and what measures they can take

as individuals, but I absolutely take your point, that Covid levels are high and people need to know that they're at risk, and be able to protect themselves.

Member of the Inquiry team 4: Thanks Long Covid Physio and thanks for the response.

The next question we have is from the person who's down as unknown on the call.

Just to confirm that anyone can take part in the listening exercise, so anyone can share their experiences with us, via those three different strands that we outlined earlier.

The next question is from the TUC (Trades Union Congress). This is a clarification question about the targeted qualitative conversations. This question is around, who will be asking for engagement with specific communities and if we could provide some clarity on that. [TUC] did you want to speak to that question?

Trades Union Congress (TUC): No, I think you've brilliantly summed it up. It was just about A making sure that I'd heard it correctly when you were referencing that point. But then, B, what are the mechanics to make sure that other people can engage with that? Because it just sits a little nervously with me, that one side can sort of say 'oh, we need x, y and z' when CPs or other interested parties wouldn't even know that that's the case, because they haven't got live ability and data and it just feels like an unlevel checks and balances thing, is sort of my instinct on it, so hopefully that makes sense.

Member of the Inquiry team 1: Thank you TUC for asking the question. So the targeted qualitative research is about, as you know, the research company going out and finding specific experiences that the Inquiry legal team is looking for and looking to understand the impact of. That will be driven by the Inquiry's legal team. I can't get too much into the detail of your role as Core Participants, but I understand that you do have an active role within the legal process.

Just to say, that this targeted research, which is responding to what the legal teams are looking for, is only one part of what makes up the listening exercise report. We're going to have huge amounts of information coming through the webform, through the events, through the phone line, that will come together and be analysed to look for what themes emerge, and what things emerge from people's experiences, that people have come to tell us about, and what their priorities and their views are and then also, that information will also be looked at from what the legal team are looking for as well. And, all of that will be brought together in each module report, and of course, that listening exercise report is only one piece of evidence that will be included in each module. So there are many, many other bits of evidence, as I'm sure you're aware. So it's just one part of one report, which we think, and have taken some very solid advice from research experts, that, that does give a broad range and a broad view of people's experiences, and hopefully works with the other groups of gathering information and analysing information, so that we have a really balanced report.

Member of the Inquiry team 4: Fantastic. Thanks very much. So everyone will see that the time is 11:57, so we're going to wrap up soon. But I just wanted to address some of the comments in the chat about people having heard of this late or not heard about this, and about identifying charities.

Just to make clear, we are very much at the beginning of engaging with people on Every Story Matters and charities have proactively been contacted, just a small sample of those that we will be contacting, as part of encouraging participation in the listening exercise.

But, I really don't want people to think that this is an invite only thing at all, and the toolkit mentioned will be going onto our website, and it will be made publically available, and we very much encourage any charity to get involved and get in touch with us. You've all got the engagement@covid19.public-inquiry.uk email address. I'll post that in the chat again, in case

people don't have it. But, we'd really like you to get in touch with us if there are better ways to reach your community, then we're really, really keen to work with you to do that.

And the other point to raise is just that we have a newsletter, so if you're not signed up to that, I'm just going to post a link in the chat to that. That's generally where we share information about events, and other opportunities to get involved in our work that are coming up. Sign up for our newsletter here: <https://covid19.public-inquiry.uk/newsletter/>

I'll post a link in the chat to where you can sign up to the newsletter and be kept up to date with all things Every Story matters, but also news from the broader Inquiry.

The rest of the questions that we've got in the chat, we will be making a note of, and providing written responses to, which will be found in the transcript. Just to clarify again, we will be producing a transcript of this call, and we will include the questions in the chat at the bottom. We will circulate that transcript before we put it on our website, and we won't have any personal information in the transcript. It will just be organisational names and you are welcome to ask for that to be redacted before we put it on our website too.

Member of the Inquiry team 3: Thanks very much, and just to thank everyone for your attention over the 90 minutes. I know that some people have already started to drop off so I will not keep you.

I hope that this was helpful to you and we are open to having more sessions like this and communicating as much as possible about Every Story Matters as it evolves.

I would ask, please be patient with us.

We are trying to design something that potentially millions will want to share their experiences with. It's also important that we don't rush it out at once and that we get expertise from parts of society that are best placed to tell us how to do things.

Things will be launched in different phases, according to the best time to do things and how much we can deliver all at once.

Thank you for your questions and your questions in the chat. We will answer those that we've not reached today, as part of the transcript. If you would like more sessions like this, please let us know, so that we can design a programme that works for people, we'd also be really grateful for your thoughts.

Thank you very much everyone, I apologise for running one minute over, but hopefully, I'm forgiven.

Thank you for your time and I hope you have a really good day.

Questions in the chat

Q: Continuing on the accessibility point, will there be video relay available? There are examples of best practice for engaging and enabling people to participate in consultation exercises. e.g. this one from Ofcom <https://www.ofcom.org.uk/consultations-and-statements/category-1/proposals-to-impliment-new-eecc/emergency-video-relay-videos> They provide video relay as a participation option but also used Facebook and other community approaches for gathering feedback

A: We are considering different options for BSL users who are unable to participate in writing (online or offline) this includes video relay.

Q: There seems to be significant reliance on community organisations/charities to enable the voice of people with additional communication needs/barriers to

participation, to contribute to the listening exercise. Have you thought about how you will ensure that you get these groups buy in and fully on board? For many small charities, to do the listening on your behalf will have resource implications. Have you considered this?

A: We are aware that we will be looking to smaller charities and grassroots organisations to meet people where they are and encourage participation, and that these organisations may not have the resources to support us. We are therefore able to work with these organisations to either provide access to in-house resources within the Inquiry, or a small amount of funding, to develop bespoke assets.

Q: Can you please advise where the Saatchi contract details for the logo are published? Can't see this on the Inquiry website or the Gov.uk Contracts Finder webpage. Thank you.

A: Details of the Inquiry's contract with M&C Saatchi can be found on the contract finder website
<https://www.contractsfinder.service.gov.uk/notice/780a0e12-d58e-4ce3-bc4b-7317de32d56e?origin=SearchResults&p=1>

We are unable to provide a breakdown of spend for individual deliverables as this information is commercially sensitive. However updates on spend on communications will be provided via the Inquiry's financial reporting processes. These will be published on the Inquiry's website.

Q: Will ESM reports for each module be made publicly available in full?

A: Yes, we will publish all ESM reports.

Q: You said that lawyers will want to get targeted information - did you mean the Inquiry lawyers or those representing core participants?

A: The Inquiry's module lawyers shape the key lines of Inquiry which determine which groups of people or organisations we target to get specific information. Core Participants lawyers are not directly involved in this process, but can make use of their routes of influencing e.g. submissions and preliminary hearings.

Q: Given the August - December timeline for the pilot for community listening events, when can we expect to hear more detail and what opportunities will there be to feed in?

A: We are looking to procure external support to be able to deliver these listening events at scale, and hope to have a partner(s) in place by the Summer. We will be able to provide more detail and opportunities to feed in and encourage participation at listening events at that time.

Q: How are you choosing these community regional/local events? Will any support be required from local authorities in facilitating these events or is your primary route through larger charities? E.g. Advice on locations, Use of existing locations, Assistance through community teams to contact those groups most affected, Ensuring that you choose the best locations to represent the wider community or Assisting you to overcome the cultural barriers.

A: We are looking to cover most local authorities with the community listening events, with a focus on areas that were most impacted by the pandemic. We are procuring external support to enable delivery of the events, and once this is in place we will have a clearer idea on location. Resources will be made publicly available within the communications toolkit for charities and other organisations to support our work and encourage participation in Every Story Matters.

Q: Will there be COMMs briefings for organisations which will be participating and will the tool kits be customisable for targeted groups? Will your team be available to assist groups who lack skills to effectively target their cohorts?

Yes, please do get in touch with us via engagement@covid19.public-inquiry.uk If you'd like to speak in more detail about how we can work with you to encourage participation from your membership or network in Every Story Matters. The toolkit will be customisable and we have some resources to develop bespoke resources for certain groups if they are not available within the toolkit, or to assist smaller organisations with reaching those they represent. It will be ready in early summer to coincide with the full launch of Every Story Matters.

Q: Targeted research must come from the Inquiry not from the research companies, surely?

A: Given the volume of people that we have to reach with targeted research, and the expertise needed to conduct robust, safe interviews this strand of research will be carried out by researchers at Ipsos. Inquiry staff will observe these sessions and will also attend community listening events.

Q: Vaccine Injured and Bereaved, who are not yet core participants or included in a specific module yet, but have been involved with rule 9 requests were not made aware of the event today. As we only found out about the event at short notice online, several individuals / group members were not able to participate in today's call. I wondered how other groups were made aware of this event today and how best we can be proactive in future to share updates & events with the wider group in future

A: We make all open engagement opportunities available via our newsletter. This gives a comprehensive update on the Inquiry's work, including the legal process and Every Story Matters. We would welcome you to sign up [here](#).

Q: How will the research company select and contact individuals?

A: Criteria Fieldwork has been subcontracted by Ipsos UK (the research company for the listening exercise) to recruit individuals (staff and service users) who meet specific criteria in terms of their experiences during the pandemic, to contribute to the listening exercise research reports which are being produced for each module. The staff are being approached as individuals, and participation is entirely voluntary.

Q: Who will be represented in the listening exercise? I think there needs to be not only the experiences of the bereaved represented but also those who died and the impact that the pandemic had on them, even if it is told third hand through their bereaved loved ones

A: Whether you lost someone to Covid-19 or lost someone in other circumstances, we want to hear the impact that the pandemic has had on you and those that you have lost. You will only be able to submit on behalf of yourself, but we want to hear about the experiences of those who we lost during the pandemic as part of your experience.

Q: Will you be developing a better and more dedicated section of the Inquiry website in relation to ESM or what alternative channels are planned?

A: Yes, we will have a separate Every Story Matters section of our website, which will be available when we launch the full form in the summer.

Q: Baroness Hallet offers interim reports. How will this fit with the timescale of the listening exercise?

Interim module reports will each be informed by the experiences that have been submitted to Every Story Matters up until that point. Experiences may be useful to multiple modules, and may be used to inform multiple module reports.

Q: I work for Healthwatch Leeds, would be really good to get Healthwatch England on board so they can promote it with their network of 150 local Healthwatch organisations

A: Thank you, we have been speaking to a contact at Healthwatch England in detail over the past few months as we recognise the fantastic opportunity that working with Healthwatches across England to encourage participation in the listening exercise brings. Please do get in touch at engagement@covid19.public-inquiry.uk to speak to us directly.