**Possability People**

**Citywide Connect Partnership Board**

**Tuesday 23 May 2017, 10am – 1pm**

**Hove Fire Station, English Close, Hove, BN3 7EE**

**Present:**

Keith Beadle – KB Citywide Connect team

Tracey Maitland – TM Citywide Connect team

Lilly Storey – LS Citywide Connect team

Melinda King – MK East Sussex Fire and Rescue Service

Nigel Cusack – NC East Sussex Fire and Rescue Service

Chris Baker – CB East Sussex Fire and Rescue Service

Doug Marshall - DM East Sussex Fire and Rescue Service

Chris Martin – CM Volunteering Matters Lifelines

Sue Game – SG Impact Initiatives

Annie Alexander – AA BHCC Public Health

Peter Huntbach - PH BHCC Seniors’ Housing

Kevin Browne – KBr Sussex Police

Julie O’Neil - JO B&H Libraries

Emma McDermott – EM BHCC, Communities, Equalities & Third Sector

Judith Cooper - JC BHCC

**In attendance:**

Katy McGrory – KM Possability People - Communications Officer

Roxy Brennan – RB Citywide Connect team

**Apologies:**

Geraldine Des Moulins Possability People – Chief Officer

Jane Lodge Patient & Public Engagement (CCG)

Penny Woodgate E.Sussex Local Pharmaceutical Committee

Loretta Harrison Home & Company

Lisa Vile Maycroft Manor

Emily O’Brien Brighton & Hove Food Partnership

David Steedman Bluebird Care

Sally Polanski Community Works

**Agenda**

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| **No** | **Item** | **Lead** |
| 3. | **Notes from the last meeting**  The minutes were taken as an accurate record of the previous meeting.  It was agreed that all previous actions are complete, with the exception of:  **Outstanding Action:** EM to link Sally McMahon in with the CWC Programme – awaiting update  **Ongoing Action:** CWC team to contact the ILA site’s maintenance provider to see whether a print function showing listing results would be possible. This is in progress – the enquiry has been made, waiting a response and looking at other printing options. | **KB**  **EM**  **CWC** |
| 4. | **Spring 2017 Locality Hub Events**   * See attached presentation.   **Q & A following presentation**  KB – For those who are chronically isolated now – interventions are time intensive and costly, so we’re now focussing on prevention. In this context, universal transition points are very important for us to look at, in order to tackle loneliness when people are at the early stages of isolation and build in support before it becomes chronic.  CB – Are there any opportunities to get socially isolated people into employment?  KB – There are two things here. Firstly, we can work to help people to remain in employment, particularly as they age, through routes such as Possability People’s Employment Service. Secondly, there are many routes into volunteering as people age, and we’re linking in more with organisations who can make this offer.  AA – The people we’re talking about are older, or approaching retirement so our focus will be mainly on volunteering as opposed to employment. There is lots of ageism amongst employers, there needs to be a culture shift for anything to change.  NC – I attend the Neighbourhood and Communities Board with Larissa. Is Citywide part of this conversation?  EM – People coming to the Neighbourhood and Communities Board are there to do action plans, and people working within neighbourhoods and communities will be involved in this and at board level. The hub work is working more at neighbourhood level, but we need to make more links with the higher levels too. We’re still at the early stages of building in what’s already happening at neighbourhood level, without reinventing the infrastructure.  KB –  EM - In Whitehawk, there is a digital map of who is doing what across the sectors, which could be rolled out across the rest of the city.  **ACTION** – EM to update next time on the progress of the report and outcome.  TM – Bereavement is also a key area to look at. Carers who have stopped caring can feel bereaved, or experience a loss in identity. For example, workers supporting carers within voluntary and statutory sectors, together with Health Trainers and the Rock Clinic have pledged to come together to discuss bridging gaps for bereaved carers , with the possibility to explore a 6 month check in -acknowledging that gap and reducing isolation.  Within retirement, we’re working with employers to see how they can better link in.  AA – We need to focus on prevention before people get to the chronic loneliness point. The Public Health report looks at prevention in different geographical areas, pulling together examples of best practice, which is in development now.  **ACTION** – AA to update CWC on the report when it’s available.  PH – We see more people with complex needs, and the longer things are left, the worse it gets. There is a wealth of therapeutic services available such as the Recovery College, but people who are emotionally damaged need more support to help them get to the right place in order to access services in the first place. It takes time for people to build their confidence in accessing things, and recognising that there is help available.  KB – Preparedness is important to look at – what services can help when people are at different transition points. How do people help and understand how to access therapeutic preventative services and prevent chronic loneliness further down the line. We need to look at ways in which we can raise more awareness of how to promote what is available out there. We’re looking at partners in the private sector more broadly, what’s out there and linking them into community-based activities.  TM – One thing groups can do is promote having a carer come along to an activity / group to help people to access it, which is an easy, immediate solution.  AA – There is a lot out there, but if you’re not in a crisis, you don’t know how to access that support. | **TM**  **EM**  **AA** |
| 5. | Partner round up  **ESFRS - MK**   * Hoarding Framework Guidance. The Safeguarding Adults Board is next week, where we’re hoping to gain commitment to support shared ownership, we don’t want to duplicate work so we’ll be trying to get agreement as to how it will look, then sharing with partners such as those involved with Citywide Connect to share wider. December will be the official launch. * Recovery College. They have run a course a practical guide to hoarding / decluttering, which includes links to Home Safety Visits – I attended it and it was very popular – fully booked. We want to encourage people to share their experiences and bridge the gap between how it is talked about with professionals and how it translates to support for people in a more person centred way * Safe and Well Visits. Providing Home Safety advice, including isolation and befriending, falls prevention, etc. It’s a national programme from June onwards, then we’ll see how it looks locally. * Watch Empowerment Programme. Building capacity, there are 12 teams across the city all going out making more links with the community such as seniors housing. More ongoing, different approaches, direct allocation of watches for places like Woodingdean. * There will be a pilot in collaboration with Complete Community Care using data from Time to Talk Befriending, targeting people in the Woodingdean area to see how we can support them too. We are producing a cross partnership communication which will cover all services, jointly promoting what we all do with links to how to access support. * CIP Annual Report. High-rise buildings with older people and isolated people. Links with dementia, referrals for people with memory loss and provide people with home safety checks.   NC – Focus still remains on prevention of fires, and supporting teams like this, Larissa and the Police to ensure everyone is working together and avoid duplication of work.  Question – MK has tried to contact the Memory Assessment Service, but has had no response so far, can anyone help point me in the right direction?  AA – Go through the CCG  **Impact Initiatives - SG**   * New Larchwood Café. The NL café at Coldean is very positive with lots more people attending. * Brighton and Hove Food Partnership. The Food Partnership and The Hop 50+ are looking into a gardening and wellbeing day with Mind and Active for Life to raise awareness of what’s available, in particular counselling services. * Older People’s Festival. We have been asked to bid again for this – we will know more in June.   **Volunteering Matters- Lifelines - CM**   * The ‘new Chris’ will be starting with Primetime in the first week of June. We have restructured our main areas of work into development, maintenance and partnership. * Brookmead will be opening soon, and we’re going to doing some work there in partnership with the Council and Dementia Action Alliance. * Health Links is still going well, we’ve recruited more volunteers. It has a predominantly East focus, but it is a citywide service. * Our work in Woodingdean, Saltdean and Ovingdean continues. * We have recently received Tesco funding for developing outdoor activities for men specifically. * Brighton and Hove Food Partnership are running a 4-week men’s cookery course. It’s then going to run on a longer term basis to continue and link with Men in Sheds. * Digital Brighton and Hove have recruited more IT Tutors, working with Sussex Deaf Association to provide more support to people with hearing loss. Judith Field is working with us to explore the Skype Club, testing this with residents living in Patching Lodge as a pilot to start with. * Partnerships coming up include Fabrica, Open Strings, Elder Abuse, Food Partnership, Sussex Wildlife Foundation, Tesco’s Bags of Help Scheme   **Seniors Housing - PH**   * Health and Wellbeing Day. 40 people attended this, in collaboration with Somerset Point. Even a sheep came along from the Therapeutic Pet Company! * Brookmead is our key focus at the moment. We’re opening a scheme for people with dementia and we need at least 100 people to express their interest in the scheme, but we only have 45 expressions of interest so far, so please promote this to who you can.   PH - The benefits of Citywide Connect is how well we’re all working together and the partnerships that are forming so naturally. The link with so many different organisations, such as Fabrica and the Table Tennis Club, and our new lunch clubs!  **Sussex Police - KBr**   * There is a Government initiative Engagement Plan for the next 2 years being finalised by Lisa Bell in 2 weeks time. The focus is on engaging more with around 6-7 specific community groups, including LGBT, BME, older people, younger people, homeless people, disabled people and the Albanian community. * With regards to the older and disabled communities, which are most relevant to this project, I have written a proposal stating that we must provide a service for Possability People and Citywide Connect’s hub events to be linked in. Lisa Bell is the lead on older people. * There will be Police engagement groups in each of the proposed areas, linking in with the community, sharing information, plans, direction of travel and create more awareness within the community of our work and how to support initiatives. This will involve PEG groups. * Kevin is not in post after 9 June, and his replacement does not start until September but he will ensure that links will continue with Citywide Connect. Last batch of PCSOs will be recruited in July. Police Constables will be recruited by August. * PEGs – if anyone wants to join a PEG within any of the mentioned communities the police are focussing on for engagement, let Kevin know. We want to link in with any pre-existing groups so that we don’t duplicate work.   **Communities, Equalities and Third Sector, BHCC - EM**   * We’re working with the Older People’s Council, previously funded by BHCC but they’re now encouraged to be independent. They’re the only democratically elected group in the city representing older people and they need to link in much more with other initiatives in the city such as Citywide Connect. * Equalities and Inclusion Partnership – all senior leads are looking at the learning, recruitment selection and disclosure on disability. * Communities Fund – this has been refreshed. The last round ended on 15 May and had many applications, including Hop 50+, but it would be good to promote it wider. Please promote it more and apply to Jonathon Best if you’re interested. * The CCG and ourselves are going through a recommissioning process for d/Deaf engagement. We need to think how best to spend the money, holding an event on 6 June to look at how public services can be improved for the Deaf community. * The Head of Future City, a younger person, wants to find out more about what is going on where, and is keen to do intergenerational work. They would like to link in with Citywide Connect   **ACTION** – EM to link CWC in with Head of Future City  **AA Update – Public Health, BHCC**   * Recommission. Citywide Connect’s contract was due to end in March 2018, but we can confirm that it has been extended for 1 year until March 2019 as there is a lack of capacity in Public Health to run the recommissioning process currently. * AA is leaving in 3 weeks time, and the job advert is live now. * Older People’s festival – AA will be talking to Caroline in the next few weeks, when pans will be confirmed. Watch this space. * The Public Health Report will be out in the next month with lots of focus on prevention.   **JL CCG Update (sent in absence)**   * Caring Together. The CCG and Adult Social Care delivery programme, Caring Together, is taking shape. This programme represents our local delivery of health and social care, and is the local place based on part of the Sustainability and Transformation Partnership (STP). There will be a Keynote event on 4 July for partners and key stakeholders to hear about developments in integrated care and become involved more in the CT work (by invitation only). Apologies JL can’t say more due to Purdah restrictions. * CVS Contracts.The CCG is undertaking a systematic review of CVS contracts to ensure they are linked appropriately to Caring Together and part of wider delivery programmes. The first cohort is being reviewed, and outcomes will be agreed by end of June 2017. * Transport meeting 26.04.17.Survey has been completed by partners, led by Volunteering Matters and Community Works. See attached file ‘Survey Report Final’. It was reported that public buses can be difficult when they brake hard, especially for more frail users. It was felt the Helping Hand Scheme was useful but not widely known about, and would benefit from being publicised more widely. Community Transport proposed a possible shuttle bus option to help people access public buses. It was also felt that having a ‘welcome team’ at the supermarket was helpful for people who are frail. It was suggested that there might ‘older people friendly’ buses operated at set times, with a helper to assist the elderly and frail on and off, with longer times to get seated, etc. * Community Transport reported that they have rationalised the Easylink service to make it more cost effective, and also to profile those using the service. * A pilot scheme is taking place in Hangleton and Knoll to provide support through Community Transport for patients who find it hard to get to the GP surgery to access Benfield Valley Practice, initially targeting people with complex needs who may have otherwise had a home visit. | **EM** |
| 6. | Citywide Connect – recommission  KB - As previously stated, the Citywide Connect Programme’s contract was due to come to an end in March 2018. However, it has been confirmed that the contract will be renewed for another year until March 2019. We are very happy about the news of the year extension, and this will give us more opportunity to focus on delivery. |  |
| 7. | Working Lunch  Lunch was provided by Jasper’s Brighton.  01273 929 380 / <http://www.jaspersonline.co.uk/catering-brighton-contact> |  |
| 8. | **Preventing vulnerability - transition points/risks**   * What strategically already helps with this? * What else structurally can be done to minimise the risks? * How CWC can help?   JC – It’s a shame that Jane Lodge was unable to attend today because of the need to make links with Caring Together, which seems to be the main driver for the CCG.  AA – Keeping People Well workstream links in with Caring Together structure/process, but it’s more about what we do rather than being dictated by it. This group should holistically influence the direction of travel. At this stage it’s difficult to know whether Caring Together is going to be relevant to organisations outside NHS/CCG.  **ACTION**: Talk to Jane Lodge and CCG about the conversations in CWC that could feed into Caring Together  PH – Difficult to link grassroots and strategic influences.  KBr - The Community Messaging System (CMS) could be used more to send messages out to the public. Messages can be posted on to all street representatives about events, advice or information, so please do send things through to it by going on the Sussex Police website, ESFRS recently put out a message about home safety information through it.  EM – The continuation of flow of information between things like Citywide Connect and Caring Together is very important – how can this communication happen better to ensure messages are linked and conversations are joined up?  We need to keep an understanding of the joint objective, capturing evidence of impact. If you tell a good and relevant story with statistics to keep people’s attention held at a strategic level, the more the programme will be kept in mind at that level. Continued feedback is vital.  AA – Maybe that would be a conversation at the hubs – gathering evidence of impact so the strategic bodies can hear it would help raise the profile of Citywide Connect with the commissioners.  EM – The Communities and Third Sector Prospectus gave bidders the opportunity to explain in their own way how they’ll measure the impact of your work – this could be a useful tool for commissioners to see more evidence gathered. Start doing it now for the recommission in 2019.  CM – Cascading down MECC and those who attended - it is the basic information from Citywide Connect, where the signposting is and how to help people know what is out there.  AA – MECC primarily is still in its pilot phase, but it will be available to everybody soon, not just older people’s organisations.  MK – We could include some of the information from MECC into ESFRS Health and Wellbeing Checks, and our own safety checks. The crews end up in people’s homes on their worst days, so it would be useful to know how to make sure we help them when we’re with them, as this could be our only chance to do so.  **ACTION** – MK to link in with Becky Woodiwiss and Andy regarding MECC.  EM - Larissa is improving Local Authority customer satisfaction rating (which is currently 60%) so CWC could have some input into that. The council are also looking at ward councillors and the role they play within neighbourhoods to be more like Community Champions and engage more in their local community. They are stakeholders, we need to think about how to increase their involvement in CWC.  AA – Make links between loneliness and isolation, and mental health and wellbeing being more diverse. Currently, there isn’t a clear link between Citywide Connect conversations and the mental health provision and its impact. We have high levels of mental ill health in the city.  JC – In the mental health community based commission, older people were not really a feature and there is a danger of casting it as a dementia role when it isn’t. This is very relevant when helping people stay in their community for longer.  **ACTION** – CWC to link in with the CCG’s mental health commissioners and Claire Mitchison – BHCC Public Health  EM – How does the Keeping People Well structure stay within these conversations?  **ACTION** - Jane Lodge to give more updates on this and link it with the board. | **All**  **CWC/JL**  **MK**  **JL** |
| 9. | **AOB**  None |  |
| 10. | **NEXT Meetings 2017**  Thursday 7 September 2017  Wednesday 6 December 2017 |  |