**Possability People**

**Citywide Connect Partnership Board**

**7th July 2016, 10am – 1pm**

**Evelyn Glennie Court, Anchor Housing, Somerset Street, Brighton, BN2 1LT**

**Present:**

Geraldine Des Moulins – GDM (Chair) Possability People – Chief Officer

Keith Beadle – KB Citywide Connect team

Tracey Maitland – TM Citywide Connect team

Kerri Fowkes-Morley – KFM Citywide Connect team

Annie Alexander – AA BHCC Public Health

Jenny Moore – JM Community Works

Judith Cousin – JC JB Eventus

Loretta Harrison – LH Home & Company

Penny Woodgate – PW E.Sussex Local Pharmaceutical Committee

Peter Huntbach - PH BHCC Seniors’ Housing

Dave Steel – DS One Church Brighton

Julie O’Neil - JO B&H Libraries

Mel King – MK East Sussex Fire and Rescue Service

Cassie Whitfield – CW BHCC, Adult Social Care

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

Kevin Browne – KBr Sussex Police

Sean De Podesta – SDP Impetus (Representing the East Brighton Older People's Partnership)

**In attendance:**

Lilly Storey – LS Citywide Connect team

Mandy Crandale – MC Citywide Connect team

Katy McGrory – KM Possability People - Communications Officer

**Apologies:**

David Steedman – DS Bluebird Care

Revd Peter Wells – RPW Brighton and Sussex University Hospital

Lisa Vile – LV Maycroft Manor

Keith Hoare – KH Brighton & Hove CCG

Julie Francis – JF Hanover Housing

Judith Cooper - JC BHCC

Jane Lodge – JL Patient & Public Engagement (CCG)

Emily O’Brien – EO Brighton & Hove Food Partnership

North/central Older People’s

Partnership representative

**Agenda**

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| **No** | **Item** | **Lead** |
| 3. | **Notes from the last meeting**  It was agreed that all previous actions are complete, with the exception of:  **Action:** Contact Kate Parkin (Armed Forces Network) re. Right Track Project. Emma Field has now left so this will be taken up by Donna Bailey, the new lead for the Right Track project.  The last meeting’s minutes can be taken as a correct record. | **GDM**  **DB** |
| 4. | **Possability People – brand update** | **GDM** |
| 5. | **Programme Updates –**  **Spring 2016 Locality Hub Feedback**   * A total of 152 teams/organisations are now linked into the Programme – an uplift of 26% since the last round of hubs. * 155 front-line staff booked onto the hub events and 140 (90%) attended across the three localities. Autumn 2014 – booking vs attendance = 66%, last round 84%. * 3% fewer staff attending in this round, (primarily due to the decrease in numbers participating from the commissioned providers representatives compared to autumn 2015 – 13 vs 7). * A total of 13 staff working in Health attended across all localities in this round, representing an increase of 160% since autumn 2014. Bookings came from Sussex Partnership Foundation Trust, Brighton and Sussex University Hospitals, Sussex Community NHS Trust, Sussex Rehabilitation Centre, Brighton and Hove Wellbeing Service, BICS, IPCTs, the Community Neurological Rehabilitation team, and Proactive Care (Care Coaches). * Been a substantial overall increase (138%) in organisations linked into the programme compared to the first round of hubs in September 2014, where 64 teams/organisations were engaged. * Most substantial increase has been in health sector teams/organisations representing an increase of 400%. * The community and voluntary sector has also seen a significant increase (160%) as has the Local Authority (140%). * Feedback from workshop discussions around mental health has been passed on to Claire Mitchinson (public health) – see below.   **Discussion following updates:**  LH queried where the feedback following the mental health discussions had gone as gaps in service provision are a real concern  AAprovided an update that the feedback had been sent through from the Citywide Connect Team to Claire Mitchison and had been since shared with the AFC forum. Feedback from that meeting has been passed on to Anna McDevitt – the CCG commissioner for mental health. An offer was made to LH to have further discussions about gaps in provision that they have encountered through working with their clients - the new commission is in the process of being developed.  JMadded that there are alsodiscussions taking place around service gaps  JC(who is working with Citywide Connect on evaluating the impact of the programme) highlighted that the Programme extends beyond the hub events – the work that goes on “behind the scenes”, for example engaging providers, promoting partners’ initiatives and best practice approaches, providing advice and input on gaps, bringing partners together to fill these **–** brokering relationships and connections.  JM asked whether the evaluation will incorporatedelivery at ground level ie outcomes for clients.  JCconfirmed that it would as far as is possible; many providers haven’t been tasked with monitoring the health and well being impacts of their services/activities on clients  EMenquired as to the extent to which the pledges were influencing activity on the ground  **Action:** Citywide team/JC to ensure this is pulled out of the evaluation  TMinformed the Board that there has been a shift from pledges which involve teams and organisations sharing information about their activities and using this to tailor their work with clients to broadening their services to fill gaps in provision, whether this is in particular localities or for particular client groups. For example the development of a new dementia café in Patcham, an identified area of need. JC has brought this case study to the board (item 11).  AA added thatit’s about connecting what’s going on strategically with what’s happening on the ground. Previously in the hubs there have been showcases from providers and their work in tackling loneliness and isolation in specific localities - now it’s about joining it all up. As a commissioner AA reported that the hub mechanism is incredibly helpful in pulling together challenges and solutions across the city’s three localities.  JC highlighted the showcase presentation given by Penny to raise awareness of the Green Bag Scheme which had an impact on take up and use on the ground, as well as cost savings for the NHS through not having to re-supply medicines**.**  AA reported that the Programme has helped to makePublic Health everybody’s business; changing the way people work together and joining it up in a way that hasn’t been done before.  **Work Stream Update**  **Discussion following updates:**   * **It’s local actually – incorporating Support at Home and Out and About**   GDM reiterated that the businesses listed on Support at Home aren’t recommended by us – where possible we have listed those that are registered with Brighton and Hove City Council, (dog walkers for example), or those which have been vetted and approved by Trading Standards. Twenty three businesses are currently on the site and once we reach a critical mass we will ‘switch on’ the user feedback facility so those accessing the site can see comments on the service received from the providers listed.  JM suggested linking in with Age UK’s IT drop-in centre so they can incorporate It’s Local Actually into their sessions with users aged 50+.  **Action**: CWC team to get in touch with the Centre.  EM asked whether It’s Local Actually is incorporated into the My Life site and the team confirmed that it is – users can follow the link which takes them to the new site  **Action**: EM to speak to JL around communication to raise awareness of this across the City Council and how all the directories fit together.  KB highlighted that the site has been designed for use on smart phones so is a good resource for those working with older and disabled people in communities.  LH on doing this, queried whether you can just see the Out and About Section. The Team have since checked this and both sections are shown, along with the register section for those adding activities/businesses to the site.  JM suggested including information about the new site and the new sections that sit within it in the Community Works newsletter  **Action**: CWC team to send information through for inclusion in the next edition.  Focus for next round of hubs – “action groups” bringing together people across sectors to develop action plans to tackle particular themes/issues, which they will work on in the 6 months preceding the events. For example, helping to inform the CCG commission around a volunteer driver scheme.  **Action**: CWC team to speak to Jane Lodge about sharing transport report put together to inform future commissioning intentions.  PHcommented on the value of raising awareness of theKnow My Neighbour (KMN) campaign at the last round of Hub events. The KMN week held in May was successful in getting people involved – both providers and residents – in neighbourliness and social connecting; thousands of people participated, with good media coverage and it was done on a shoestring. KMN meeting on the 13th July 3-5pm will be an opportunity to hear people’s views on where the campaign should go next.  **Action**:CWC team to attend meeting to see how the Programme could support future development of the initiative  TMadded that there will also be space in the next round of hubs to look at the food poverty action plan, which the Brighton and Hove Food Partnership are leading on.  SDP raised awareness of the Casserole club – a partnership between Impetus, BHFP and a PR agency which connects cooks and diners using an online platform - “it’s ‘volunteering-light”. The initiative is being piloted until the end of September and has been marketed with Neighbourhood Care Scheme members and the Befriending Coalition to identify potential diners. To date, there has been greater take up amongst those wanting to sign up as cooks. The aim is to start making matches at the end of July.  **Action:** If anyone can help by identifying diners they should get their permission to pass on their details to SDP or the Neighbourhood Care Scheme. The scheme is operating in specific wards - Westbourne, Central Hove, Queen’s Park, Hanover, although diners can register across the city.  DS commented thatpeople want to sign up as cooks, but isolated people don’t know about it. Olio was mentioned as another good example of a food sharing app.  MC runs Possability People’s Community Employment Project so will be in touch with AA to link this work in. JM suggested contacting the Working 50+ group – Volunteering matters’ Primetime project will also be involved as they’re setting up a Job Club at Edward Street job centre.  **Link Back and Right Track**  JM asked whether links had been made with the Expert Patient Programme – the team confirmed that they have.  GDM added that Link Back has expanded its referral pathways to pick up a younger cohort of patients (aged 55+) – previously the Service has been primarily been supporting the elderly frail on the Care of the Elderly wards (85+) – this will enable us to have more of a preventative focus.  LH informed the Board of a new project underway at Worthing hospital on 2 wards, which has so far had success in reducing the numbers of people admitted to A&E and has significantly reduced the length of hospital stays. JM added that Caroline Davies from the Royal Sussex County Hospital is visiting the project to learn more about their approach.  **Action**: Link Back team to make contact with Caroline to see if there is any relevant learning for the project to take forward at Royal Sussex County Hospital | **CWC team**  **CWC team/JC**  **CWC team**  **CWC team**  **EM**  **CWC team**  **CWC team**  **CWC team**  **All** |
| 6. | Age Friendly City (AFC) & Falls Prevention Update  Please see attached presentation for more information.  Brighton and Hove have a high proportion number of people aged 85+. Public Health gathers intelligence, which is available for everybody to view and use. This is available on the Council’s website and on BH Connected. It is evidence based - looking at what is known and what works, and includes involvement from CWC and commissioned providers. It is a strategic approach to prevention and keeping in particular older people well and out of hospital or residential care. AA is raising awareness of the resource and the benefit in using it. The annual reports include digital inclusion and social media, which is the most recent topic and also happiness which has informed the mental health strategy.  The AFC is a strategic approach to supporting older people, but can benefit everyone. It follows the WHO programme, which takes a global approach. There’s a growing AFC steering Board. KB + AA use it to inform about what’s happening on the ground which has come in useful for the Falls Prevention work.  The final topic on employment hasn’t been looked into yet; this is scheduled for towards the end of September and will be drawing on insight available locally and nationally. Now there is no specific retirement age many people don’t want to or can’t afford to stop working, so Public Health will be looking into this and tackling issues such as how many apprenticeships there are for 50-60 year olds, why so few, and how can we work together to change this?  It was suggested that Annie link in with MC who leads Possability People’s community employment programme, together with the Working 50+ Group and chris Martin from Lifelines who is looking into setting up a Job Club in Edward street.  There are further topics to look at after Employment/Civic Participation in September.  **Action:** The Board to notify AA of ideas for future topics.  AA also raised awareness that the Older People’s Day had been awarded to Impact Initiatives this year – it will be over 2 weeks with International Older People’s Day in the middle.  AA is now pulling together information on what providers and older people themselves can do around falls prevention eg where to go for support and link these services better with the community. The Falls Service at the hospital has lots of expertise and the Hubs have been useful for bringing that conversation forward also.  **Q&A following presentation:**  JC informed the Board aboutsome work carried out 8 years ago when the retirement age changed, which looked at how businesses could use those skills as part of the LifeLines programme. There were toolkits for businesses, with a focus on the corporate side of things, but JC expected that they could be useful in other areas.  **Action:** JC to send AA this work.  **Action:** AA to speak to LH about a new contact at the Falls service who delivered training for the Home and Company team.  JM asked AA for an update onwhat’s happening with looking at the clinical risk associated with falls? For example, waiting list times for hospital appointments related to cataracts, which JM commented are too long.  AA explained thatthe hospital tends to work with people that have already fallen, but providers supporting people in the community can work with their members/clients who are in the ‘at risk’ groups to raise awareness of the issues reduce the risk of falling. For Example, East Sussex Association of Blind and Partially Sighted People. | **AA**  **All**  **JC**  **AA** |
| 7. | Pharmacy Update  PWraised awareness of the new domiciliaryStop Smoking Service - the development of which PW attributed to Public Health - this service isn’t available in other areas. There are 7 pharmacies providing the service across Brighton and Hove. Pharmacies went through the selection criteria and have said whether they can travel to people that are housebound, or have long term health conditions. To access this service contact your local pharmacy or check online to arrange. Pharmacies and other services can refer in to this service too.  **Action:** CWC team and Possability to help publicise the service through its networks  PW also notified the Partnership Board about the cuts to Community Pharmacies which equates to around £170 million.  GDM asked about the impact in Brighton and Hove - PW explained that there has been no detailed information released yet as to the impact locally. Some pharmacy services such as prescription delivery are free so the cuts will affect staff and the free services. It’s gone to consultation and public petition. Some pharmacies will have to close (there are 3000 across the UK).  **Action**: PW to meet with the CWC team to discuss ways in which CWC and Possability People could support the campaign | **PW**  **CWC team**  **PW/CWC team** |
| 8. | **My Life update**  Jane Lodge unable to attend. |  |
| 9. | **Measuring Impact**  **Progress/reporting timeline / Case study presentation**  JC took the Board through two case studies which have been analysed using the IMPACT framework developed by JB Eventus. These were designed to provide a flavour of the outcomes we’re working towards and the preventative value attached to initiatives and service developments made as a result of the of the Programme. These are still in draft form so will not be sent with these minutes. A final report will be available in September and will be shared at the next Partnership Board meeting on the7th September and during the Locality Hub Events. | **CWC team / JC** |
| 10. | Lunch was provided by Jaspers.  Venue provided by Anchor Housing (for more information see Evelyn Glennie Court on www.connectandshare.sharetribe.com) |  |
| 11. | **Measuring Impact**  **Legislative & Policy Framework**  The Board reviewed the Legislative and Policy Drivers for Citywide Connect, with a view to gaining agreement as to those which are key to the Programme and whether any had been missed.  **Agreement to include:**   * Those categorised under National Legislative are all relevant and would form part of the overarching framework. * The Adult Social Care Services Direction of Travel 2016-2020 document (to replace the ASC Market Position Statement 2014). This is more relevant as it talks about personalisation and asset based approaches * NHS 5 year forward plan * Sussex Police & Crime Commissioner Elders**'** Commission's report (2016) * Sustainability and transformation plans – NHS England (for a broader footprint) * Fairness Commission report – AA recommended reading the “what people said” sections which provide greater insight around the themes the Fairness Commission consulted on * NICE guidance – Community engagement – improving health and wellbeing (published in December 2016), Behaviour change: individual approaches (2014), Older People: independence and mental wellbeing (2015) * Five ways to wellbeing report   Action: PW to send the link through to the CWC team   * NHS England (2014) Five year forward view   SDP suggested including relevant reports/documents published by Community Works on the third sector (as only 17% of third sector activity is commissioned through the Council/CCG)  **Agreement to exclude:**  Older people’s perceptions of community safety as BHCC no longer report to the Centre on this.  **Action:** PH suggested restructuring the drivers to take account of the fact that some are related to Citywide BH Council policy and some are departmental  Conclusion: Include the most up to date/recent legislation ie 2015 onwards. Less relevant to research documents which have greater longevity. | **JC**  **PW**  **PH** |
| 12. | Partners Action Pledges – update  AA has now completed all outstanding pledges. | **CWC team / AA** |
| 13. | **AOB/Partner Updates**  **Neighbourhood care scheme**   * Received the Queen’s Award for Voluntary Service * Working with the Befriending Coalition, Community Works and the CCG to extend befriending across the city * 107 volunteers were recruited last year – a record year. In the first 3 months of this year referrals into the scheme are up by 90% and applications from volunteers have increased by 120%. Interest in volunteering and befriending has therefore doubled. The reasons for this aren’t known. * SDP raised concerns that some volunteer befrienders were taking more responsibility for managing frail older people’s care and support.   JO agreed with SDP and their volunteers have had similar experiences eg through the Books at Home delivery service. How can volunteers be supported in those situations?  **Social Isolation Training - CWC**  KB updated the Board on Citywide Connect’s Social Isolation Training Programme which has been developed with Liz Dean – looking at behaviour change and tools that support this, for example motivational interviewing approaches and Making Every Contact count (MECC). This training will be on offer to organisations shortly.  **Make Every Contact Count (MECC)**  AA mentioned MECC which is being taken forward by Public Health – Liz Dean is running a half day workshop Friday 9th December which will introduce the concept behind MECC and the tools and resources to deliver it (see https://learning.brighton-hove.gov.uk)  **One city Cluster Event**  JM mentioned a One City Cluster event scheduled to take place in early November which will be looking at:   * What are the clusters? * How do local community services sit alongside these? * How primary care services will support each other   **Action**: CWC team to get in touch with JL for more information  **Older People’s Festival**  To celebrate this year, Impact Initiatives we will be developing the first Brighton and Hove Older People’s Festival. The Festival will run from 26th September to 7th October 2016 and will provide a wide range of events across the City for people aged 50+ to enjoy and get involved in. For more information, see:  <http://impact-initiatives.org.uk/olderpeoplesfestival/>  Contact Caroline Ridley by Email: [Caroline.Ridley@impact-initiatives.org.uk](http://impact-initiatives.org.uk/olderpeoplesfestival/Caroline.Ridley@impact-initiatives.org.uk)  Tel: 01273 322946 for more information. | **CWC team**  **ALL** |
| 14. | **Date of Next Meeting**  Wednesday 7th September 2016 10-1pm – venue TBC |  |