**Possability People**

**Citywide Connect Partnership Board**

Wednesday 24th January 10am – 1pm (with working lunch)   
Jubilee Library (Conference Room 3), Jubilee St, Brighton BN1 1GE

**Present:**

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

Keith Beadle – KB Citywide Connect team

Tracey Maitland – TM Citywide Connect team

Roxy Brennan – RB Citywide Connect team (minutes)

Loretta Harrison - LH Home & Company

Matt Easteal - ME BHCC, Communities, Equalities & Third Sector

Kevin Browne – KBr Sussex Police

Sergeant James Ward – JW Sussex Police

Sue Game – SG Impact Initiatives

Daniel Cheesman - DC LGBT Switchboard

David Brindley – DB BHCC Public Health

Keira Woodroofe – KW East Sussex Fire & Rescue Service

Emily O’Brien – EO Brighton & Hove Food Partnership

Julie O-Neil - JO Brighton & Hove Libraries & Hove Libraries

David Scurr – DS Digital Brighton & Hove

**In attendance:**

Charlie Field – CF C.P.J. Field

**Apologies:**

Penny Woodgate - PW Community Pharmacy Surrey & Sussex

Jane Lodge - JL **Participation and Voluntary Sector Partnerships**

Peter Huntbach - PH BHCC’s Seniors Housing

**Agenda**

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| **No** | **Item** | **Lead/Action** |
| 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 | GDM |
| 4. | **Citywide Connect Programme Update**  **Autumn 2017 Locality Hub Events**   * See presentation (included with these minutes)   **Q & A / observations**  GDM highlighted how *new* the referral pathways being developed are, for example Funeral Directors referring to the Fire Service and BLAGGS (Brighton’s LGBT sport society, with over 400 members), signposting members to advice and information available through the Citywide Connect network.  LH noted how she had met a completely new group of people at the North/Central Hub she attended which was well received.  **Funding 2018/19**  KB updated the board on the funding situation for Citywide Connect ie that the Programme is funded until March 2019 with a reduction in the CCG funding; the impact this has on delivery for the coming year will be discussed further with JL and DB. Nevertheless, development will continue and we will be looking at all the work we can do with the organisations/businesses and services involved around reaching and supporting people at the transition risk points.  TM advised that the next round of hubs will be in April and will be themed around showcases, focusing in on the offers and provision for each of the transition risk points. | TM |
| 5. | **Public Health Update**  DB informed the Board that there was a plan for public health budgets to be funded by business rates but this has been rethought so things will remain as they are until 2020.  At the local level, Rob Percy – Executive Director, Health and Adult Social Care – is working towards a prevention framework which will be part of the new Health & Wellbeing strategy. The framework will be developed around 4 key preventative strands: Starting Well, Living Well, Ageing well and Dying Well. From April 2018, it will be the shadow year for Health and Social Care integration.  DB also updated the Board of the Alliance between the Brighton & Hove, Mid Sussex & Lewes and the Vales CCGs, overseen by Adam Doyle. DB noted that our local CCG will still be undertaking place based activity, with the Alliance looking at the bigger picture. This is still in progress but the expected outcomes will be greater coordination, money savings and more efficient services. The Caring Together Programme in Brighton and Hove is looking at transformative work across the life course with seven care programmes – work is ongoing in the Ageing Well section.  GDM commented on the lack of investment currently for preventative work and that the voluntary sector have difficulties engaging with the Caring Together programme; primarily due to plans changing and the information being inaccessible due to its length. EO echoed these concerns and added that decisions are often made without the voluntary sector being round the table as an equal partner in the decision-making process. | DB |
| 6. | **CPJ FIELD**  CF introduced himself and began with some background on the history of the company. CPJ Field has a long family history of providing funeral services, which goes back more than three centuries to the late 1660s. CPJ Field is the 9th oldest family business in the UK, with ten consecutive generations of the Field family working in the business.  CF explained that in the long term CPJ Field are interested in business with a social purpose at its heart, with shareholder and social impact being equally important. The service focuses on individuals and takes a holistic approach. CPJ Field’s businesses sit in the heart of local communities and, in recognition of the trust they place in us, we like to support them, both with charitable donations and in other various ways.  CPJ Field have 40 funeral homes in total (located across the Home Counties), with 5 in Brighton & Hove. Some of these are branded differently with the family business names passed down to the company still being prominent. CF added that a gap has been created with churches’ role in communities declining which has led to CPJ Field participating in filling that gap. The business has a keen sense of corporate responsibility.  Our funeral homes sit in the heart of local communities and, in recognition of the trust they place in us, we like to support them, both with charitable donations and in other various ways.  CF explained how the business has become more aware of social isolation and bereavement as a trigger point and how, as funeral directors, CPJ are ideally placed to help support social connections for those experiencing a bereavement. There are a number of social groups which meet monthly already running in our other locations, through for example our Knit and Natter group in Bournemouth.  Three of the CPJ Field’s directors attended the Autumn 2017 Locality Hub Events and CF reported that they were all impressed by the wealth of activity and expertise in Brighton & Hove. CF explained that attending the events helped them to realise their role, which will be about creating gateways and signposting their bereaved clients to community based activity - avoiding well intentioned duplication of effort.  Following a meeting with the Citywide Connect Team and attendance at the hub events, the business will be developing a new ‘Community Champions – Not Alone’ programme. It is envisaged that this will take the form of a group which will meet monthly, and will provide a springboard for bereaved people to get to know what’s out there in Brighton and Hove and enable them to make social connections through other activities available across the city. The group will also provide benefit to those contacting Cruse who are lonely and are reluctant to place the charity under further pressure through requesting social vs therapeutic support.  The plan is to pilot the approach in Brighton and Hove with a long-term goal of rolling it out across their Home Counties locations.  **Q&A**  GDM enquired as to how CPJ Field approach people about the groups run currently.  CF explained that relationships are built with people from the time they first call to up to a year after the funeral takes place. The two week period between a death and a funeral is very intense and a strong connection is built between staff and customers. It then takes people about a further 2 weeks to get back to “normal” which is the point at which we start a conversation about other things like activity groups.  TM enquired about timescales for delivery of the new Programme in Brighton and Hove. CF advised that the first event in the year- long calendar will be planned for April 2018  GDM asked whether there were other funeral directors offering similar initiatives. CF responded that he wasn’t aware of other funeral directors doing so at scale; although several offer counselling support and some run bereavement support groups, such as Bungards in Hove for example. | CF |
| 7. | **Partner Round Ups**  **Sussex Police**  Sergeant James Ward explained that he was new to the Partnership Board and was very interested in hearing all the activity underway. He explained that like CPJ Field, signposting is the most important thing for Sussex Police. JW explained that his officers visit a lot of people who are vulnerable and isolated – currently referrals for support for these residents go through to Access Point – officers would like to do more but aren’t aware of who to contact – it would be useful for them to have a signposting resource to access.  JW went on to describe situations in which they’ve been distributing TrueCall blocking devices, which are designed to filter out nuisance calls, to help victims and potential victims of telephone scams. It helps to do a follow-up visit to reaffirm the message and increase the likelihood of people using the device –this would be also be a good time to do some signposting.  GDM commented that officers could start by using It's Local Actually to find signposting routes, which would help relieve some pressure on Access Point. Early on in the Citywide Connect Programme Sussex Police used to attend the Locality Hubs.  KBr responded that there has been a ‘back slide’ in the frontline awareness process, and this is recognised as an issue they need to address. The event at Johns Street police station on the 8th February (using the Citywide Connect delegate lists for invites) is the start point for improved engagement between officers and organisations across sectors which support people in later life.  GDM commented that the challenge to cascade information amongst front-line officers is recognised as a significant challenge and that a good solution to this would be to put provision in place for officers to come to the hubs.  JW stated that any information for use when signposting has to be quick and easy to access.  KBr added that it might be possible to have Possabilty People attend the next training event.  **Action: KBr to further advise**  KBr advised that PCSO Katie Green is in place to support him with older people’s engagement. The roll out of the Herbert Protocol has begun and everyone in sheltered accommodation, in Brighton & Hove, living with Dementia has been visited and signed up. We are in the process of creating a digital self-referral form for people who don’t live in sheltered housing to refer themselves. This is a Sussex wide initiative.  LH gave an example of a client whose dementia is deteriorating and with her family living aboard, Home and Company have been taking on more responsibility for her wellbeing. LH explained how she had spoken to SOAMHS (Specialist Older Adults Mental Health Service) because the client had calling them 20 to 30 times a day, completely bewildered. The social worker asked whether she was at risk of flooding, wandering off, whether she was incontinent and whether she had any food risks. As the answer was technically no to all of these, she said the client was safe and there was nothing she could do. This is one example of how we are now dealing with increasingly complex issues.  **Brighton and Hove Food Partnership**  EO advised the Board that there have been significant changes at the Food Partnership, with their contract for the community healthy weight service – Shape Up Brighton & Hove going to [BeeZee Bodies - a new private provider from the 1st April 2018.](http://www.beezeebodies.com/) Three quarters of the staff are in the process of TUPE (Transfer of Undertakings (Protection of Employment) regulations or redundancy. EO highlighted that in the main, it is still business as usual - the strategic work is still there but the Food Partnership will be a different looking organisation as we move through 2018.  EO informed the Board that a crowdfunding campaign is currently running in support of a new community kitchen and cookery school where people can cook, learn new skills and enjoy food together. The kitchen will be built in a large ground-floor space in Community Base, Queens Road as a teaching kitchen and venue for hire. The Food Partnership will host and run cookery workshops for all, from beginners to experienced cooks, so everyone can experience the benefits of cooking and eating together, regardless of finance, confidence or ability. Once the community kitchen is open every paid place on a cookery course will help bring these experiences to other people who can benefit; from teenagers with learning disabilities to elderly people with dementia.    Ways to join the crowdfund are through:  **Pledging support** at [www.bhfood.org.uk/crowdfund](http://www.bhfood.org.uk/crowdfund). There are a fantastic range of rewards, with something for everyone.  **Sharing support.** Tweet, post and share the campaign with contacts and social networks. This is proven to increase donations. The following sample text could be used to get started:   * *Join me in supporting @btnhovefood create a kitchen for our city #KitOutTheKitchen* [*www.bhfood.org.uk/crowdfund*](http://www.bhfood.org.uk/crowdfund) * *Good food transforms lives. I’m supporting the vision for a Community Kitchen for #Brighton and #Hove from @btnhovefood #KitOutTheKitchen*   **Impact Initiatives**  SG explained that the HOP 50+ are focusing on blues busting throughout January, looking at the 5 ways to wellbeing with Yoga classes and exercise and strength classes. There is also a plan for free counselling to be available, delivered in partnership with Relate.  TM noted that one cohort for this type of support could be carers as there is currently a gap around counselling to support changes in relationships that can come with caring roles.  **Lifelines/Volunteering Matters**  JE advised that LifeLines’ funding has been extended until March 2019, with a reduction in CCG funding. Work is currently underway at the newly opened Brooke Mead Extra Care Housing Scheme to develop a timetable of volunteer led activities.  The Healthlink scheme is going really well and over 100 people have been accompanied to their health appointments.  Big Lottery funding has also provided an opportunity to widen their work in Woodingindean, Rottingdean, Portslade, Withdean and Patcham.  LifeLines continue to work with the Neighbourhood Care Scheme (NCS) as part of the Older People’s Commission – NCS are currently looking at ways to increase engagement with BAME and LGBT communities.  **Brighton & Hove Libraries**  JO highlighted that libraries’ consultation is starting during week commencing the 29th January, this being the first time the Service has consulted the public on the Libraries Extra service where libraries are accessible 7 days a week even when unstaffed. JO added that they are particularly interested in getting feedback from older people, carers, disabled people and those from the BAME and LGBT communities. The consultation is available online through the consultation portal and there are staff in libraries to help people access this. There will also be paper copies available. (Please note the consultation has now closed)  **LGBT Switchboard**  DC advised that a lot of learning has been gathered from Switchboard’s Older LGBT project in relation to the significant barriers people face in the community when accessing services.  The new Rainbow Café at Brooke Mead launches on Thursday February 15th, with 12 months of funding available. The launch involves a play, ‘The Purple List – A Gay Dementia Adventure’, and there will also be lunch provided.  Switchboard are also working with Neighbourhood Care Scheme on research to learn more about the befriending needs of the LGBT community. A set of recommendations have been put forward which can be shared. We’re also starting our ‘Stop Smoking, Start Living’ LGBT focused campaign and we’re doing some work with Macmillan around LGBT and cancer, to help them be more inclusive.  **Action: DG to share recommendations from the befriending needs research**  **East Sussex Fire and Rescue Service (ESFRS)**  ESFRS are working on two key areas currently - partnering with the Dementia Action Alliance to work on the Dementia Friendly City plan and, as part of this, ensuring that firefighters have all had dementia awareness training. The second area concerns further work with the Deaf Community. There are special alarms and equipment that can be provided but having looked at the stats, KW highlighted that there is a big gap between the number of Deaf people in the city and the number of alarms fitted which is worrying.  **Action: KW to share JSNA link/analysis section with the group**  **Digital Brighton & Hove**  DS commented that it was really interesting to see the gaps and opportunities in the city in the presentation delivered by the Citywide Connect Team. The project’s first Digital Inclusion Network Meeting of the year took place last week which also picked up on a lot of those gaps so DC advised that this is a significant step in Digital Brighton & Hove’s plan to create a co-ordinated approach.  DS added that signposting to Wi-Fi access points is important, but there is still a gap in access. This starts with staff and volunteers and an embedded approach. We are currently delivering free courses in conjunction with Age UK and we’re trying to build capacity in Whitehawk, Hollingdean and Moulsecoomb – bringing groups together and working more efficiently.  Our Digital Friends’ scheme with the Red Cross loaning tablets at the point of hospital discharge, is slow going at the moment and we are in need of more referrals. We are attending the Home First meetings and linked in with Possability People’s Link Back service.  **Community Pharmacy (on behalf of PW)**  Community Pharmacy engagement through the ECHO group (Health and Council Engagement Organisations) is ongoing, with work underway to produce an easy read poster/leaflet to promote Community Pharmacy with the CCG. The draft is currently out to local groups and organisations for feedback.  Work is also in development with Speak Out in relation to the Thumbs up scheme and is being promoted in the January edition of the Community Pharmacy Surrey & Sussex (CPSS) newsletter.  PW is linked into the Brighton & Hove primary care collaborative - Possability People are due to present at the next meeting on 15th February.  There is ongoing progressive change for Community Pharmacy Surrey and Sussex with a new Chief Officer starting shortly.  The current Professional Executive Officer for East Sussex LPC is retiring in March so there is time for a strategic handover.  The Healthy living Pharmacy initiative is still very active in Brighton and Hove. | JW/ KBr  KBr  EO  SG  JE  JO  DC  DC  KW  KW  DS |
| 8. | **Working Lunch** |  |
| 9. | **Food Strategy Action Plan Refresh/Bid for Gold**  EO introduced the food strategy consultation tool, comprised of a set of questions to be discussed, with the aim of refreshing the food strategy in Brighton & Hove. The Food Partnership is planning to bring the Food Poverty Action Plan back into the main strategy, making sure there’s a food poverty focus to everything and that there is sustainable food that people can afford and access in Brighton & Hove.  There will be a ‘Food Power’ event on March 13th which will be an opportunity to get involved in taking the next steps in the city’s collective approach to food poverty.  EO highlighted the overlap between the agendas on food poverty and social isolation, with the shared meals initiative tying the two agendas together. The transition points highlighted within the Citywide Connect Programme are also risk points for food poverty. We are also moving towards Brighton & Hove becoming a Gold City for sustainability, along with Bristol.  LH advised the Board that Dementia and food came up at the hubs, where participants spoke of the difficulties for people arising from the timing of care calls. In particular, the issue of people remembering to eat or forgetting what they’ve eaten is very significant.  The question was raised as to whether there could be more of a link between Carelink and food – monitoring the fridge door. It would be good for Carelink to be more proactive than reactive and to have a check in mechanism.  EO explained that food is included as part of Adult Social Care’s assessment, but it is currently a tick box exercise – it would be good to support staff in understanding of nutrition and hydration in a wider sense.  TM enquired as to whether any recommendations had come through from the Dementia Action Alliance. SG added it’s about finding a way in to ensure that people living with dementia in the community are getting the help they need.  GDM asked whether the Memory Assessment Team signpost and SG explained that it is in their remit, with the Alzheimer’s society doing the follow up contact.  **Action: Ask Alzheimer’s Society and Carers Hub what they do about food**.  DB advised that he had seen MUST (Malnutrition Universal Screening Tool designed to identify adults, who are malnourished, at risk of malnutrition (undernutrition), or obese being used in community settings and hospitals to weigh people but it’s whether anything is done with that data over and above recording the scores. It would be good to make sure people know what to do with the information, not just getting a supplement prescription. There is a need for better holistic training and information.  EO asked DB whether Public Health could take the lead on that. DB informed the Board that Clare Rowland is heading the Care Home Commission as part of the Caring Together programme. Part of the work will be around reinstating the Healthy Residential Homes initiative which that would fall under.  EO commented that the Red Cross come across people who have no food but also no money for food and would be much cheaper to feed them than get a hospital bed for them when they are readmitted for malnutrition.  LH suggested that EO contact Jay Agostinelli, Head of Urgent Care Commissioning, Brighton & Hove Clinical Commissioning Group, Hove Town Hall, j.agostinelli@nhs.net – Jay works across both the hospital and Hove Town Hall sites and would be a good point of contact.  DB informed the Board that there are some updates in the Frank Field report calling for relaxed aisles in supermarkets, to help older people when shopping and recommendations for supermarkets to have lunch clubs. To access the report, clink on the link below:  <http://www.frankfield.co.uk/upload/docs/Hidden%20hunger%20and%20malnutrition%20in%20the%20elderly.pdf>  DB asked whether befrienders are aware of food poverty risk and if it is part of their training. SG stated that it is part of their training and there is potential for befrienders to still take simple steps such as checking the person’s fridge. GDM added that a conversation would be useful in this context to establish what the need is and what support could be put in place to prevent malnourishment.  **ACTION: Sue to raise with the befriending coalition.** | EO  EO  SG |
| 10. | **AOB**  None |  |
| 11. | **Next Meeting**  **Wednesday 23rd May 2018 10-1pm Venue TBC** |  |