

**BRIGHTON & HOVE CITY COUNCIL**

**OLDER PEOPLE'S COUNCIL**

**10.15am 20 JUNE 2017**

**JUBILEE LIBRARY**

**MINUTES**

**Present:** Colin Vincent (Chair), Penny Morley, John Eyles, Mike Bojczuk, Lynne Shields and Francis Tonks

**Co-opted Members:** John Cook (Older Peoples Council) and Jack Hazelgrove (Older People's Council)

**Others Present:** David Liley (CEO, Healthwatch Brighton & Hove).

**PART ONE**

**311 PROCEDURAL BUSINESS**

311.1 Michael Whitty sent apologies – he had written a short report that will be circulated to be included in Members' Update.

311.2 John Cook had to leave the meeting at 12:00.

**312 MINUTES OF THE PREVIOUS MEETING**

312.1 The following amendments were made:

- Penny Morley to be added to the list of those present.
- Under Item 315, John Cook's Members' Update should read 'Grey Matters.'
- Under Item 315, Francis Tonks' Members' Update should read 'Kemptown **Society** Annual General Meeting...'
- Under Item 315, the heading '**Digital Inclusion**' should be deleted from Mike Bojczuk's Members' Update.

312.2 The minutes were agreed as a correct record with the above amendments.

312.3 In response to the public requiring clarification on what the Digital Partnership was, it was outlined that:

- It is lottery funded through Citizens Online.
- A project leader works within Jubilee Library and other people help deliver improved digital knowledge to local people.
- Targets working age people to help with job applications.
- Run drop-in sessions in sheltered housing to help individuals with using PC, mobile phone and getting online. There are also sessions at the library.

312.4 A member of the public, Valerie, added that The Unemployed Family Centre offers sessions to help people with online applications and will soon be helping with universal credit applications.

312.5 Updates on previous actions were as follows:

- Francis left message with Ken Childerhouse but has been unable to get in touch.
- It was agreed that the library should be booked for March 18<sup>th</sup> meeting.
- An update from Rob Persey on Age City Friendly Forum was received and it was confirmed that work will continue with the new appointment to replace the individual that left.

### **313 OPC WORK PROGRAMME**

313.1 This agenda item was not discussed.

### **314 HEALTHWATCH - ADULT SOCIAL CARE AND HEALTH ISSUES IN BRIGHTON & HOVE**

314.1 David Liley (Healthwatch (HW) Brighton & Hove CEO), whose background is in public sector healthcare, introduced the presentation outlining that the vision is that 'Healthwatch will be the independent consumer champion for the public – locally and nationally – to promote better outcomes in health for all and in social care for adults.'

314.2 There are many other voluntary and community organisations that carry out some of the functions that HW do in other parts of the country. There is a need to work in partnership with these organisations and an opportunity to focus on the areas where it is felt HW can make that greatest difference.

314.3 The following roles of the Local HW were outlined:

- Information and Signposting – Supporting Individuals:
  - This is a responsibility of the whole healthcare system as HW are not able to operate a 24/7 helpline like other HWs do. An information line exists which has a low number of calls, likely due to other organisations such as CAB being more well known.
  - The HW website attracts a large amount of attention and signposting is done through this and via email.
  - Hoping to improve social media visibility in the near future.
  - ICAS (Independent Complaints Advocacy Service) supports individuals through health complaints procedure. This is provided by Impetus who has experience in advocacy.
- Engagement and outreach – Engaging with Communities:
  - Engagement occurs frequently, going out to different organisations and groups in the community, listening to issues they have in regard to health and social care.
  - PIPs and support grant was an issue that came up a lot recently which has been picked up by HW. Case studies are being gathered and HW is taking the issue up with the organisations providing the service and will take this up with the Health & Wellbeing Board.
- Intelligence and Evidence – Influencing Service Providers and Commissioners:

- There is a cross over with engagement activities as feedback on emerging issues is gained from these which can be brought to the attention of the service providers.
- Meet with people and directly gather their experience of health and adult social care to get a report to decision makers.

314.4 The priorities of HW are:

- Gather and share evidence.
- Improve services.
- Ensure decision makers keep promises.

314.5 It is believed that HW does make a difference based on some of its previous accomplishments which include:

- RSCH A&E department – HW provided evidence to put BSUH Trust into special measures and was part of the process which gained a £30m injection for a new A&E floor.
- Gathered and reported evidence on the patient transport services where there was a fail by the service provider and commissioner. Coperforma have since been replaced and HW is continuing to interview patients on how the new service provider is performing.
- Made recommendations for improvement of GP surgeries of which some are now being implemented.
- Made recommendations for improvement of RSCH outpatient department. Some have been adopted as part of the safety and quality improvement programme at the hospital.
- The physical environment in the Claude Nichols sexual health clinic was unacceptable – with no privacy for patients and general poor condition of the fabric of the building. This was brought to the attention of senior hospital staff immediately and improvements began the next day.

314.6 In regard to the legal side of HW, it created part of the Health and Social Care Act 2012 and, although not a governmental body, does have statutory powers.

314.7 The main duties of HW are to:

- Provide people with and signpost them to information.
- Represent local people.
- Alert HW England to issues of local concern with national implications.
- Have a seat on the Health and Wellbeing Board, a local authority committee.
- Have a role in NHS equality delivery system to ensure it fulfils its quality duties.
- Produce annual report on activities.

314.8 The role of HW England was briefly explained, outlining that they are there to support the local HW, no to report to, they lead national campaigns and organise the annual conference. There are 153 local HW organisations and HW Brighton & Hove is part of the South East region.

314.9 HW has the following values:

- Independent (but not neutral).
- Evidence based.

- Consumer focussed.
- Critical friend.

314.10 In response to questions from the public and members the following was clarified:

- Other organisations watered down the Community Health Council's work which may have been a reason they were disbanded, although not completely sure.
- Defend the NHS is a community pressure group so will always be slightly ahead of HW however there are clear difference between the 2. HW does a lot of work behind the scenes including attending the STP working group which provides a good insight into what is happening. HW has an independent, not neutral, role so they can campaign when they see that something is failing local people but only on specific issues related to health and social care. There is room for HW and Defend the NHS as well as other organisations.
- It was agreed that not enough is being done about mental health. HW has a couple of volunteers that work tirelessly on mental health issues and HW have also advertised for a new mental health role and are encouraging more volunteers to come forward to put together an action group.
- It was noted that the quality of typography in the HW magazine was poor and was agreed that this could be resolved.
- The issue with providing a monthly publication is the lack of resources to do so, with little evidence that the right people are being reached. This will be reviewed and the thought is that the style be changed to a newsletter and then a monthly release can be considered.
- It was noted that more could be done on reviewing service specifications as this is an important issue. This needs to be improved and people with the right skills recruited.
- More time will be spent working on adult social care now the major hospital issues are being improved. Preparation that has been done for the next steps include meetings with CQC and adult social care team. CQC advised HW their time would be well spent focussing on the elderly population in their own homes with complex care packages as the CQC were concerned they weren't reaching this constituency of people. David is meeting with Rob Persey later in the week to discuss the best way for HW to reach this constituency. Another project HW plans for the next year is to work with the Food Partnership on how to support elderly people leaving hospital in terms of nutrition and hydration.
- David Liley attends the Sustainability Transformation Partnership (STP) board where his role is to provide any evidence if required, to encourage the STP to wider conversation and to more democratic accountability and to provide assurance that STP follows proper processes and adheres to best practice.
- In regard to breast feeding service cuts, HW plans to hold a learning event around children, young people and maternity as there have been issues surrounding this over the last 6 months. This is for HW and other external organisation HW feel relevant. On this occasion there is a mother that has shown interest who will be invited to attend.

315.1 Since the last meeting Geoff Raw (CEO of BHCC) was written to in order to request a meeting. The response received advised that it was a political decision to withdraw support so should be discussed with politicians.

315.2 Have met with senior council officers who have offered guidance on available grants.

315.3 Currently arranging a meeting with Emma McDermott (BHCC) to discuss options. A paper on available options will likely come to the AGM to decide on a way forward.

315.4 It was clarified that the proposal to withdraw support wasn't in the budget. This came as a result of a leaders meeting which was announced by Cllr Morgan at PR&G committee a few days later.

### 316 GREY MATTERS

316.1 This agenda item was not discussed.

### 317 SECRETARY'S UPDATE

#### 317.1 OPC SECRETARIAL REPORT - JUNE 2017

- **Future of the OPC** - A letter was sent to the Chief Executive outlining our reasons for objection to the decision to withdraw support, including the absence of consultation with older people throughout the City. We requested a meeting but were directed to politicians if we wished to discuss further. He argued that lack of funding was the cause of the decision. **Discussion**

- **Age Friendly Steering Group** - The Chair has left the Council and we are currently awaiting a decision about the replacement and further of this process. We wrote to Rob Persey the Executive Director responsible requesting information about support for the process and he has confirmed that this work will continue. The next meeting is scheduled for September.

- **Age Friendly Forum** - The group met on the 22nd May. We discussed the OPC situation, an update on the Steering group, falls group & Dementia Alliance. The next meeting is on the 4th September at Age UK at 10.30. All welcome.

- **Grey Matters** - the OPC has been asked for an interview about our current situation and the Chair will be co-ordinating with the broadcasters to set a date.

- **OPC Hustings Meeting** - the OPC officers met early May and agreed that older people in the City should have the opportunity to hear from candidates. We managed to arrange a hustings for the 30th May which gained coverage in Brighton & Hove News & The Argus. The Brighton NPC also supported & participated in distributing flyers for the event. All five main political parties were represented and the meeting was Chaired by Frank Le Duc of Brighton & Hove News. There was an informative debate and we agreed that it was a worthwhile event as did the candidates and Chair.

- **Older People & Active for Life** - OPC officers met with officers & Freedom Leisure on the 24th May to discuss a range of issues about use of facilities by older people. We had established a low take up of the leisure care by those on Pension Credit. New

leaflets are being designed to encourage participation & they are looking at their advertising strategy. Also raised dementia awareness at venues and we await action from the take up review.

- **Health & Well Being Board** - held on the 13th June with paper about community meals. The OPC had requested a follow up survey of users impacted by the change to see how they were coping. There was a 40% take up of Approved contractors with a range of other options being taken. Overall seemed fairly smooth transition and Access Point being monitored for requests re meals.
- **Annual Report** - Seeking to establish the support we will be given and OPC members will be providing an update of activities during the year. **Can OPC members produce a report of 200 words re activities during the year by the 18th July in preparation for September AGM.**
- **Local Area Teams (LATs)** - a number of OPC members attend local LATs across the City and concerns about loss of local PCSOs, homelessness, air quality, loneliness & isolation and community safety amongst issues covered. Any information received circulated.

## INVITATIONS

- **Food Partnership** - Food partnership & Age UK launch of booklet for older people re "Eating well as you age to stay healthy" to raise awareness re malnutrition at the Bevy on the 1st June at 12.00.
- **New Older Mens Group** - Discussion group for older men in West Hove organised by Steve Andrews of Trust for Developing Communities(TDC). First meeting was on 7th June at Vallance Centre. Contact Steve 07480113773 for further information.
- **MindOut** - Understanding LGBTQ hardship - workshop on the 7th June at Friends Meeting House at 2.30. Contact [info@mindout.org.uk](mailto:info@mindout.org.uk) or 01273234839.
- **Dementia Friendly Food Project** - Gardening sessions starting 20th June & 18th July every week. Also cookery sessions at Ebenezer Church from 15<sup>th</sup> June. Contact Sarah Davenport 01273431709 or [bhfood.org.uk](http://bhfood.org.uk) for further info.
- **Brighton & Hove in WW1.** - Free day event at Jubilee Library on 30th June from 11.00 with range of speakers. Contact [theorangelilies@gmail.com](mailto:theorangelilies@gmail.com) .
- **BBC TV Licensing Community** - want to engage with local communities re over 75s licence concession. Interested in giving presentations. Contact [morwenna.jones@fhflondon.co.uk](mailto:morwenna.jones@fhflondon.co.uk) . Grey matters might want to interview?
- **Healthwatch** - GP Patient annual survey. Requesting that people complete - questionnaire circulated.
- **Elder Abuse** - Drop in session on Friday 16th June for event to recognise World Elder Abuse Awareness Day at Brighthelm at 13.00 in Hanover Room.
- **Health & Social Care Network** - Launch of network to inform & strengthen voluntary sector partnership with BHCC & CCG. First event re needs of people with complex issues. On 22nd June at 9.00 at Community Base.
- **Health walks for those with Limited Mobility** - on 28th June, 21st August & 7<sup>th</sup> September in a joint scheme with Shopmobility. All Free. Active for Life team BHCC.

- **Friends of Brighton & Hove Hospitals** - Working with elderly care consultants. New initiative supporting patients in four wards at Sussex County by charity. A launch being hosted in Mayors Parlour on 6th July & OPC officers will attend.
- **CCG Big Health Conversation** - OPC invited to a meeting on 4th July with CCG, BHCC & Community Works. STP also to be discussed. Held at Brighton Dome Cafe at 10.00.

### Newsletters

**Age Action Alliance** - covers items on housing, & tax advice for those on low incomes.  
**National Pensioners Convention** - Ten minute briefing on Manifesto's covering Social Care & Triple Lock .

**Community Works** - Members newsletters about events and information re community organisations across the City.

**Sick Festival** - cultural events in Brighton & Hove during June.

317.2 It was clarified that the leisure card for Freedom Leisure can be applied for online or a form can be collected from any site.

317.3 The possibility of accessing mailing lists for individuals that fall under particular categories e.g. those on pension credit/the elderly population were discussed.

317.4 In regard to the Active for Life event having a large turnout of both the younger and older population may be due to good communication that targeted both groups via a 4 page spread in the B&H Independent paper as well as online. It was agreed that this event had been very inclusive of the older population.

**ACTION: All OPC Members to send Lynne Shields and Penny Morley a report of 200 words on activities carried out during the year by 18<sup>th</sup> July in preparation for the September AGM.**

### 318 MEMBERS' UPDATE

Michael Whitty

In the campaign to identify aged, isolated and vulnerable people the Withdean and Patcham Network has delivered 10,000 newsletters to the households in Withdean, Westdene, Patcham and Hollingbury. The next issue will contain a contact tick box number and tearoff return to record our outcome success. Presently, we have held meetings where various organisations have attended and offered their services for the use of the people we identify who are in need or simply need befriending.

We have donated £1,000 to Friends of Westdene Green where the barn is being leased for local use and has been refurbished. The future use will be for the local community. An opening launch day will take place on 18th June from 2pm, everyone is welcome to attend.

Colin Vincent

22/5/17

Attended Age Friendly City Forum held at Age UK. The Council at his stage appear to have indicated their on going support for the project; initiated by the OPC, by informing us that meetings will continue in September after a replacement lead Officer Chair is appointed.

24/5

Meeting with the Active For Life Team and a Freedom Leisure manager rep on access to their facilities, at reduced cost, by people on defined benefits including old citizens on pension credits at a reduced cost.

To date the take up has been low and we exchanged views how it could be improved including a suggestion that special events could be staged at Freedom Leisure facilities across the City to allow access at reduced rates all older people, It was agreed that further meetings would be arranged

30/5

Hustings Meeting arranged jointly with the B&H Branch of National Pensioners Convention. All Parties eventually fielded candidates or representatives largely due to the persistent efforts of our secretary As far as I'm aware this was new venture for the OPC and though the room wasn't crowded to the doors I believe it proved to be a successful event.

12/6

Attended Officers meeting

13/6

Attendance at Health & Wellbeing Board

The papers for discussion included as follows - Verbal update by Doctor Supple CCG Chair and Rob Persey Exc. Director Social Services covering the decreasing number of GP

Surgeries in the City Community meals service - User Survey Pharmaceutical Needs

Assessment 2017/16 Also a number of formal questions on STP were raised by supporters of the Defend The NHS.

19/6

Attended Grey Matters Programme Planning meeting.

Confirmation that with the assistance of John Wood an application for grant for the renewal of broadcasting and recording equipment has been successful value of £2000. In addition there the prospect of a further grant from a local charitable fund who have given support in the past. Penny and myself have an invite to be interviewed on air about the OPCs situation.

John Eyles

- Matsim housing project by Hove Station has not met the requirement for affordable housing.



- Agreement on the Lynchet Close development was unable to be reached in the latest Housing Committee. It is thought that an urgency committee will be called to make a decision before the next PR&G Committee.
- The Grenfell Tower disaster was also mentioned with reference to Donald Hall Road where the lift was broken for 2 months so certain people were unable to get out of the building.

**ACTION: Karen Amsden to invite Larissa Reed to the next OPC meeting to discuss what is being done to help less able people in tower blocks.**

**ACTION: Penny Morley to write to Geoff Raw about high rise blocks, the elderly and emergency provisions.**

**ACTION: Mike Bojczuk to bring a written question to the next Housing Committee about older people in tower blocks, cladding, what the inspections have found and what action is being proposed.**

- Attended Pensioners Association Meeting.
- Meeting of Amnesty International.
- New group of volunteers to go out and do interviews as part of the research group being sponsored by University of Brighton and Age UK on self-funded social care. There is also a paid fellow for this research.

Lynne Shields

- Recently started volunteering with Healthwatch for the Enter and View programme and have had several training sessions thus far. The GP Enter and View Programme is about to start
- Age City Friendly Forum steering group will continue when newly appointed member of Public Health has taken their position. I continue to take the minutes for this forum
- Involved to be involved in all research undertaken by Age UK. Brighton & Hove
- Attended OPC officers meeting whilst we progress our review of the OPC situation and consider the options
- Attended Active for Life event at The Level and introduced Strong and Steady dance routine which is part of the Falls Prevention Programme. Introduced self as a member of the OPC which gained interest – leaflets were handed out and people were encouraged to get involved to welcome a broader base of older residents.
- It has to be noted that in my efforts to involve more people in the OPC I am meeting increased antipathy to anything remotely “political”. The main fighting spirit seems to be coming (understandably) from the younger community who seem to have found a new political voice - which I am delighted about.
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- I have several events on the horizon.
- The Health and Social Care Network event at Community Base June 22nd
- The Big Health Conversation at Brighthelm July 4th
- Friends of Brighton and Hove Hospitals. July 6th
- External assessment of the Falls Prevention programme dates to be confirmed.

Jack Hazelgrove

- Bus Watch have officially come out as being against the Valley Gardens project. It is highly likely that the changes will make bus travel more difficult. Think that the plans will go through when it goes to Council meeting.
- Preston Barracks project seems likely to start soon which means that Community Transport will need to find a new base. The council has said that it will help to find a new site.
- Attending Dialogue Society Iftar dinner.

Mike Bojczuk

- Albion in the Community are volunteering for cancer awareness and attending different events.
- Due East festival at Whitehawk on Saturday 24<sup>th</sup> June – Albion in the Community cancer awareness and digital awareness will be there.

Francis Tonks

- Suggested that condolences be sent to the local Mosque community after terror attack.

**ACTION: Lynne Shields to research the contacts in the local mosque community and send condolences to them.**

**319 ANY OTHER BUSINESS**

319.1 A member of the public mentioned that the public toilets in the Open Market can now only be used if something is purchased from a trader. The public toilets on The Level are also an issue with only 1 out of 3 being in use on the day of the Active for Life event.

**ACTION: Colin Vincent to speak with Cllr Allen about this.**

The meeting concluded at 1pm.

Signed

Chair

Dated this

day of