

BRIGHTON & HOVE CITY COUNCIL

OLDER PEOPLE'S COUNCIL

10.15am 18 OCTOBER 2016

ROOM G79, HOVE TOWN HALL, NORTON ROAD, HOVE, BN3 3BQ

MINUTES

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

Co-opted Members: Nick Goslett and Jack Hazelgrove (Older People's Council)

Others Present: John Cook

PART ONE

243 MINUTES

243.1 The minutes of the September meeting were approved subject to the following amendments. That it was Community Action Team (CAT) rather than LAT. Karen to include Secretarial Report.

243.2 Matters arising:

Re: 232.3 Attendees were emailed by Mike Bojczuk and now have a contacts list of 30-40 people.

Re: 238.4 Grey Matters – the Production Manager has agreed to stay if shows become monthly. A meeting next week and will report back.

246 November speakers are booked (Carl Walker & Jane MacDonald) and December speakers are booked (Jackie O'Quinn and James Hengeveld) January (Graham Bartlett). February to be a budget focussed meeting and James Hengeveld invited.

244 ELDER ABUSE

Elder Abuse Recovery Service

244.1 Gail Shanahan from Elder Abuse Recovery Service thanked the OPC for inviting her and she appreciated the chance to talk about her service. It would be useful for the OPC to know about the service, both as members of the OPC members and members of the community. They are looking for people to volunteer and are also keen to inform people who may want to report elder abuse. A key role is to raise awareness of elder abuse and how to access help.

244.2 She manages the Elder Abuse Recovery Service or EARS. It is a specialist befriending service which provides personal and practical support for people after the abuse has ended. Primarily deals with 5 key kinds of abuse:

- Physical
- Financial
- Sexual
- Psychological
- Neglect

244.3 EARS is part of Action on Elder Abuse (AEA), which is an independent UK charity operating for over 20 years. It is the only charity focussed on this issue, working closely with national and local government on campaigns, legislation and the creation of safeguarding teams.

244.4 Elder abuse is an equal crime to child abuse but is a very hidden crime, so AEA is conducting a new campaign to help make elder abuse a specific actionable offence in its own right.

244.5 When questioned if this crime would cover 'scams', Gail responded that the challenge is for the people affected to see it as a crime and potentially report it to the police. Also, this area is not being picked up by this charity as it is a very specialist crime, as it links so much to IT and cyber crime. More resources have been made available and specific sources of help being developed including organisations such as Trading Standards, Action Fraud, Age UK and Citizens Advice. EARS would refer people to this kind of help if affected by scams.

244.6 There is a national helpline which has run for a few years for victims, for families to contact if affected as well as professionals.

EARS has been set up in a limited number of areas, such as Sussex where there has been higher than average levels of problems, but the aim is for it to become a national service. Most of the victims were 70+ women, living alone and with some kind of health problem. They may receive formal help, but this support will usually end once the abuse has been dealt with, which leaves the victim alone and so EARS exists to meet this gap. It receives funding from the National Lottery and support from Sussex Police and Crime Commission.

244.7 EARS is available to people in Brighton, Eastbourne and East Sussex for people over 55. Typically most victims are older, they work both with people living in the community, supported units hospitals and residential accommodation. The affected people need to have enough mental capacity to recognise they have been abused and want help to move forward. They would assist any one with particular issues, but if it was dementia, it would tend to be those in the early stages of dementia.

244.8 The aim is to provide specialist befriending to help victims regain their confidence and rebuild their lives, to help them get back into social activity and reintegrate back into the community. The wider aim of EARS is to raise awareness in the community about elder abuse and tackle isolation and loneliness.

244.9 GPs are commonly the people who pick up abuse, as often victims may increasingly visit their GP about the issues relating to this e.g. depression. Abusers may try to isolate

victims. The charity is hoping to start receiving referral from GPs. At the moment EARS are working to have sufficient volunteers to assist people who are referred. They have just finished training their first client worker and in the process of training administrative workers. EARS do not want to take on referrals until they are able to assist the victims identified.

244.10 There is a structured process of support from EARS delivered by both:

- Telephone support and home visits
 - Assessments, including risk assessments and then introducing clients to the volunteers.
- A twelve month limit to offer support to clients, which allows time to assist clients but does not build a dependency on their volunteers.

244.11 When asked who are the perpetrators? Gail confirmed that financial abuse is the largest area and the main perpetrators are family members and close friends. Neglect is a common area and this could be their carer, either paid or family members. Caring can create tensions and there is a recognition of unintentional neglect which could be addressed by providing proper help. People living at home with a health condition could be vulnerable to abuse by people coming into their home to provide care.

244.12 The OPC asked whether EARS are expecting the police to refer cases to them? Yes, alongside social workers and other professionals. Part of Gail's role is to promote this work to professionals alongside letting the community know e.g. alerting neighbours.

244.13 If there are calls from concerned neighbours, EARS would discuss the case, potentially refer them on to the Police, direct them to the helpline and other people who could assist. Either the charity or the concerned person could then report this potential abuse to police etc. It may depend on whether the concerned person felt able to report their concerns but there can be situations when an 'alert ' has to be reported formally even if the victim does not want this to happen.

244.14 A big challenge is that it is a huge challenge for people to contact the police or another agency to report potential abuse. The helpline is so useful for explaining to people all the potential routes to report abuse. This is particularly true when so much of this kind of abuse is perpetrated by friends or family. However, a lot of problems can be stopped by a police officer/statutory worker or support coming to speak to people about potential abuse. Many people often don't want to go as far as prosecution.

244.15 The OPC said that it was similar to concerns about reporting domestic abuse and the ramifications for those reporting. They then asked how attractive a volunteering opportunity this is for such a difficult area, especially when there are not enough volunteers.

244.16 Gail responded that EARS are asking for half a day a week from volunteers, as they don't want to overload them. The selling point of this volunteering is that working with people after the abuse has ended and helping them to move on.

244.17 How many volunteers are looking for? Gail confirmed that they wanted to attract as many good volunteers as possible – preferably people with life experience, common sense, concern for older people and possibly who have worked in relevant areas, e.g

social workers, who may have had some experience in this area. EARS hope to build up a core team of people with this experience.

244.18 The OPC asked about self abuse of elders/neglect and self neglect, an issue recognised in the Carers Act - people such as hoarders. Gail explained that this is a blurred area for EARS but recognised that it is a sign of deep seated difficulties and so they would assess what help they needed and whether this charity could help. The assistance is available to those who recognise that they need help. EARS would work with any other agencies to offer help.

244.19 The charity have had a round of initial meetings with key agencies and are now due to meet relevant teams e.g. safeguarding. EARS have met Carelink, Fire & Rescue and a wide range of relevant people including Age UK and Victim Support. They were making contact with them both as potential referrers or agencies/services to work with to support the abused. They were committed to working across agencies e.g. the Red Cross providing a settling at home service if the client is happy for them to be involved. So partnership work is vital for the charity, and EARS also need to know what other services are out there to bring in to offer help to the clients.

244.20 Gail explained that she is the only paid officer for EARS at the moment, and was funded for two years. The charity was hoping to expand to UK wide and gain sufficient funding for this as a long term plan. There was a need for paid administrative staff and were hoping that resources would increase as the services increase. The original charity had been in existence for 20 years in the form of campaigning and helpline, so this is the first community-focussed provision of services arm of the charity. They have done a huge amount to raise awareness of the issue for all this time and have achieved recognition of the issue of elder abuse.

244.21 One of the values of meeting the OPC is to publicise and promote the work of EARS and they would love any opportunities to come and talk to groups. OPC suggested Grey Matters radio station. Gail explained that her next step is to contact local media to try and raise awareness and attract volunteers.

244.22 The OPC suggested that she contacted Peter Huntbach who worked with Senior Housing. The OPC agreed to provide any other suggestions to Gail directly or to Karen Amsden to pass on to the OPC. This could include any suggestions of noticeboards e.g. H&K 50+ group. The EARS leaflet has Gail's contact details. The OPC suggested also churches e.g. One Church. Befriending services (EARS are now part of the coalition) and they are able to attract a lot of volunteers, so EARS is hoping to attract befrienders in this way too. If clients want on-going company, then EARS could help them to engage with other befriending services. AGE UK have community navigating volunteers operating work in GP surgeries. It was great to be working in B&H as working to be an AFC and suggested Annie Alexander as a good source. It was agreed that unfortunately elder abuse was a growing area and the OPC would pass on any relevant information, suggestions to EARS.

245 PROCEDURAL BUSINESS

245.1 There were no apologies.

246 OPC WORK PROGRAMME

246.1 November speakers are booked (Carl Walker & Jane MacDonald) and December speakers are booked (Jackie O'Quinn and James Hengeveld) January (Graham Bartlett). February to be a budget focussed meeting and James Hengeveld invited.

246.2 **Action:** Karen to look into the costs of Hove Town Hall public rooms.

247 NEW CO-OPTEES

The OPC welcomed John Cook and agreed to co-opt him onto the OPC.

248 OPC INTRODUCTION LEAFLET

248.1 Mike Bojczuk told the other members that he had produced a draft OPC information leaflet. This would be useful when attending meetings, such as sheltered housing meetings, to explain the purpose of the OPC. He had received a quote of £70+VAT for 1,000 copies with cost of design.

248.2 John Cook had got 3,000 leaflets printed for £90 in colour. He had designed them himself. However there was the need to produce a realistic amount they could distribute. He had found that the East Sussex Fire & Rescue Service would distribute leaflets for free. JC and MB to discuss, issues to resolve include the most practical size of leaflet & best place to have leaflet printed up. NG to email examples of his leaflets to MB. Aim to have leaflet ready by Christmas.

249 OFFICER ELECTION

249.1 Mike Bojczuk explained that he wanted to step down as the Chair of the OPC due to personal reasons. During his last three years he was pleased to have seen the start of Age Friendly Cities work and had been focussed on digital inclusion. He would remain a member of the OPC and continue to offer help when needed, including work on the OPC website.

249.2 MB nominated Colin Vincent to be the new Chair, which was seconded by Penny Morley. This was agreed by all the members.

249.3 The OPC members then thanked MB for all his hard work and elected Lynne as the Treasurer.

Actions arising:

Karen to produce a new list of contacts and arrange an ID badge for John Cook and check the access for all OPC members to Hove Town Hall.

250 SECRETARY'S UPDATE

SECRETARIAL REPORT - OCTOBER 2016

- **Older People's Festival** - OPC officers participated in a debate with Dorothy Stringer pupils about whether the older and younger generations have far more in common than is often suggested by the media. The debate was very successful and the Chair provided a press statement for Impetus press coverage.
- **Possability People (previously the Fed)** - wrote to OPC re participation in a project for which they were seeking funding. This would involve OPC members being lay assessors. Indicated that this may not be a match for us but suggest we meet to discuss with them?
- **Fairness Commission** - We were asked by Councillor Emma Daniel to identify three OPC priorities from the recommendation. Accessibility across the City was a key recommendation and it was suggested that we liaise with Possability People about this. How shall we proceed?
- **Citywide Connect** - Meetings held in the 3 separate Hubs across the City. Attended the Central/North on the 29th September. Discussion re transport & mobility seeking to find volunteer drivers and link up with available transport.
- **Age Friendly Steering Group** - Minutes of the September meeting re Older People & Employment circulated with a range of attachments. Next meeting on the 14th December. Dates for 2017 on 16th March, 15th June & 14th September. Falls Campaign Group met on the 11th October with OPC representation by Lynne.
- **Age Friendly City Forum** - Met on the 26th September and Matthew Moors the new Dementia Action Alliance co-ordinator who is based at Age UK met with us to discuss future co-ordination & his role. We need an agreed way forward re: engagement with older people and input into the Steering Committee. There is though a lot of cross over re: a Dementia friendly & Age Friendly City.
- **OPC & BHCC** - Chair wrote to Acting Head of Scrutiny for a meeting to discuss likely future support for OPC. However, a new Head of Policy, Performance & Scrutiny to be appointed & he suggested that we should meet after the appointment.
- **Rent Arrears letter sent to older people** - We sent a letter to the Leader of the Council but had no response so a reminder was sent. Warren Morgan confirmed on the 30th September that he was chasing for a response.
- **Age UK Report of Healthy Eating & Malnutrition** - Age Friendly Steering Group, Age UK & CCG involved. The report has been circulated and OPC member participated. Recommends that an information booklet is produced amongst a range of recommendations.
- **Attendance Allowance** - Campaign by Age UK with petition circulated re moving payment to local authorities. Sent letter to my MP and response from Caroline Lucas MP circulated.
- **City Parks** - consultation is open until the 28th October re the future of the parks and open spaces. The budget is to be cut by £600,000 to £3.4 million between now and 2020. Response from the OPC?
- **Health Engagement Survey** - Age UK is undertaking research and wish to contact people over 70 for interview but will take younger 60+ people. Contact Claire or Roisin on 01273-720603.

Invitations

- **Brighton NPC** -meeting held on the 4th October -The Deepening Crisis in Care.
- **Digital Brighton Citizens on Line** - sessions on the 27th September for older people at Jubilee Library.
- **Community Works** - New Developments in Health & Social Care - 5th October. OPC member/s attended.
- **Macmillan Cancer Support** - Roof Top Garden Party on 30th September.
- **Falls Awareness Training** - From AFC work on falls. Workshops for those working with older people on the 9th November at King Alfred.
- **Healthwatch** - have a new on-line feedback centre on www.brightonpulse.org for users to provide comments on health or social care services.
- **Dementia Friendly Creative Music Sessions** - Free sessions for people with early stage dementia. Mondays at Lavender House & Fridays at Hop50+. Call 01273-965350 for booking or email info@openstrings.co.uk
- **Dementia Action Alliance** - Information about the new co-ordinator based on Age UK and how to sign up for more regular information about their activities.
- **Positive Dementia Care** - 2 day course but cost of £130 on 29th/30th Nov.
- **MindOut** - Seeking new Treasure/Trustee. Contact info@mindout.org.uk for more information. Also Celebration event on 16th November at Dorset Gardens Methodist Church at 5-7pm.
- **Japanese Delegation** - asked to meet OPC representative via NCVO. Late notification but Chair contacting them.
- **Citizens UK** - likely to hold a meeting in November for a round table with a number of organisations either 16th or 21st November.
- **TV Licensing** - Contacted by TV Licensing Community Relations re the information and advice they have for older viewers and offered to meet with OPC. Action?
- **Community Works** - Integrated Care meeting on November 16th at Friends Centre. Questionnaire re getting to and from activities circulated to be completed by 18th November.

Newsletters

- **Age Action Alliance** - regular newsletters circulated
- **National Pensioners Convention** - Campaign Bulletin raising likely impact on pensioners of changes to housing benefit from April 2018.
- **Dept for Work & Pensions** - update on roll out of universal credit in Sussex.
- **CQC** -Review re quality of care for people with diabetes. Also the State of Health Care & Adult Social Care in England which Chair put on OPC website.

Actions: To put John Cook on the email circulation list for Age Friendly Cities.

251 MEMBERS' UPDATE

John Eyles:

- Attended NPC conference on Transport in London with Colin Vincent

- interesting reports on bus and train futures. Networking.
- Attended several events through Older People's week
- Visited Vallance community centre and Brunswick Older person project
- Hove Station development plan temporarily on hold.
- Items from the ETS committee included:-
 - A deputation for a traffic management scheme for Woodingdean.
 - Discussion on a referred petition to re-introduce scratch card vouchers for parking, the committee was to investigate costs and difficulties.
 - The formation of a consultative group for Rottingdean High Street and air quality.
 - The contract for Brighton and Hove Bike share regarding 50 locations and the provision of 430 bicycles was still 'in-process'.
 - The creation of a 'think tank' proposed by charity 'Pebble Trust' was discussed.
 - A letter from cllr Mary Mears was presented regarding road safety at Marine Gate and the A259 highway, to be investigated.
 - Results of the Wheeled Bin Recycling trial (Portslade area) were presented with a recommendation to extend the programme to a further 60000 properties across the city.
 - An update on results of the 12 month litter enforcement trial concession with 3GS Ltd showed an increase the number of Fixed Penalty Notices from 80 to 1082 producing an income of £24400:50 to the council.

Nick Goslett:

- Attended the **Community Works Members' Autumn Conference 13 October 2016**
- Attended the **West Locality Hub Event - Tackling Loneliness, It's Everybody's Business**

Lynne Shields:

**The Neighbourhoods, Communities and Equalities Council Meeting October 10th
Presentation by Citizens Online**

Richard Denyer- Bewick Partnership Manager

This was an outline of the excellent work being carried out by the City's Digital Champions (This would include our very own Mike!)

It was evident from the Council push to go paperless (causing a little stress at The Town Hall I understand) that great effort is being put into technical solutions for reduced circumstances. In many ways I think this is to be applauded - we all have to change and adapt - but some are unable (not unwilling) to make those changes and as we have highlighted there is a danger this population will be unidentified and / or ignored. We have to continue to press for inclusion for this group.

Community Safety and Crime in Brighton and Hove.

We were given very worrying statistics about the rise in violence against the person, personal robbery, racial crime, domestic violence and homophobic crime.

Whilst the Executive Director of Finance and Resources attributed some increases by better

reporting Councillor Dee Simpson stated that she felt this explanation was now reaching the end of its shelf life. She felt it was clear the trends were of concern. A long discussion on "nighttime economy"! Drink, Drugs, subsequent violence. Very depressing!

Development of Local Action Teams.

The Council is searching for ways to make use of groups that are already set up in the community, to assess their contribution and where appropriate support them to continue their valuable work.

Simon Bannister reported back on a detailed assessment of local LATs. The assessment has been based on:

- Governance
- Representation
- Neighbourhood Priorities.
- Partnership Working
- The identification of weak LATs

We were supplied with a list of local LATs in a "league table" of effectiveness.

- **Forum Led Action Team (assessed as most effective - constituted, good governance etc)**
- **Community Action Group (Rules of operation, good campaigning etc)**
- **Local Support Group (informal discussions (good neighbours sharing concerns))**

The aim is to develop the LATs where possible to improve partnership with the Council, Police Community Safety Officers and the Third Sector. In the consultation it became clear that whilst the LATs were keen to support the Council they were (understandably) reluctant to take on tasks instead of the Council.

The Council is keen to develop a new "working model" for LATs as some are strong and working very well and some are not. I suspect that the least effective are those in "leafy" areas with less need - targeting single issues (Hove Library?) but I may be in danger of stereotyping!!

I have investigated my LAT (Brunswick and Adelaide). It seems the next meeting is in January 2017!

Addressing Sexual and Domestic Violence outcomes in Procurement and Commissioning.

This was all about contractual requirements of commissioned organisations and limitations on the way they operated. More legal than practical. I regret I had to leave at 8pm so missed Barriers to Employment for Disabled People and the BHCC Budget mitigating actions. I will try to catch up on the website.

Adults Without Children

Janice Leeming visited me on Tuesday. AWOC (listed on our website) has some money from the Lottery to set up consultation groups to investigate options for those without children who may worry about their future without family support (I did point out having children was no guarantee they would be supportive!)

A meeting is being set up. Details to follow. They are very grateful for OPC support and

hopefully this should further our objective of raising the profile of the OPC (thus strengthening our position with the Council)

The Community Works Autumn Conference,

I attended the all day Conference which included a presentation by Christa Beasley on plans for Integrated Care (which we are all familiar with). Nothing new, same reservations, good presentation

I also attended a workshop on Commissioning, at which I think I was successful in expressing our concerns about the quality and effectiveness of "commissioning" and the dangers of the unaccountability of contracting and subcontracting services.

I must have got our message across because I was asked to become a Community Works Rep on behalf of older people. I expressed my reluctance to take on any further commitments but I was assured that with the work we were doing with the OPC no additional work would be necessary. It would just be a case of attending a few meetings as a rep of CW and contributing the views of the OPC. My application had to be in yesterday so I filled in the form - on the understanding the OPC would approve and assess no conflict of interest. perhaps we could discuss at the meeting - but again I view this as an opportunity to raise the profile of the OPC and prove we are happy to work in partnership with other organisations where appropriate.

The Exeter Street Hall Older residents Friday Tea Club.

Went along to tell those attending all about The Older Peoples Council.

12 attending including Councillor Kevin Allen

I gave a brief talk about the OPC and answered questions. Met some very nice (and interested) people. Distributed the OPC Report and other information leaflets.

252 ANY OTHER BUSINESS

252. There was no AOB.

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of