

Northampton Pensioners' Forum

on Thursday, 24 July 2014 at 2:00 pm until not later than 4:00 pm

in The Jeffrey Room, St. Giles Square, Northampton, NN1 1DE.

Agenda

1. **Welcomes, introductions and apologies**
2. **Minutes and Matters Arising**
3. **Northampton Partnership Homes - Cllr. Mary Markham and Suzanne McBride**
4. **Call Care - Louise Musson**
5. **Update on Forum Priorities, actions and decisions from the last meeting**
6. **Community News Exchange**
7. **Any Other Business**

The annual refresh of the Equality Strategy is now available here:
<http://www.northampton.gov.uk/downloads/file/4630/equality-strategy-2014-refresh>

8. **Suggestions for Items for Future Meetings or Forum Activities**

9. **Date and venues of future Forum Meetings**

Thursday 18th September (2-4pm), Thursday 13th November (2-4pm)

Map and directions at: www.northampton.gov.uk/guildhall

For more information about this meeting please contact:
Alice Morgan, Community Development Officer



alicemorgan@northampton.gov.uk



Tel: 01604 837795



More information about the Forum generally is at: www.northampton.gov.uk/forums



Facebook page: www.northampton.gov.uk/pensionersforumonfacebook

Please note that this Forum is supported and funded by Northampton Borough Council. The Forum may work in partnership and collaboration with other community groups, councils and local services from time to time. The views expressed and decisions taken by the Forum are not necessarily those of Northampton Borough Council.



NORTHAMPTON
BOROUGH COUNCIL

Code of Conduct for the Forums

This Code of Conduct sets out the standards that the Forums expect of its members. It aims to provide members with an effective ethical framework in which to do business. It is not intended to be exhaustive, or to cover every eventuality, but sets out some common sense requirements to enable the forums to function smoothly and successfully.

It is the responsibility of the Chair to encourage and enable input from forum members, to ensure all voices are heard.

1. Meeting Etiquette

As an attendee you must comply with the following requirements and any others that may be stated from time to time:

- 1.1** Contribute positively to discussions concerning the issues of the meeting
- 1.2** Be friendly, polite, courteous and respectful at all times to fellow members, and others present
- 1.3** Not insult, abuse or use offensive language or behaviour
- 1.4** Comply with Northampton Borough Councils Equal Opportunities Policy
- 1.5** Demonstrate actively that you are interested in and care about the issue that you are discussing and want to make a positive difference
- 1.6** Show respect for buildings, facilities and equipment being used
- 1.7** Speak only through the Chairman of the meeting and not interrupt, heckle, make distracting noises or gestures
- 1.8** Speak clearly into any microphone provided and comply with any instructions given about its use

2. Being Objective

- 2.1** Your own experience and views should inform, but not dominate or dictate how you participate.
- 2.2** If you have a specific issue with regards to a service matter to raise these can be discussed with a member of staff at the end of the each meeting or you can ask for the appropriate officer details. Meetings attended by other residents are not the place to raise any issues of this nature.
- 2.3** Be Fair
- 2.4** You must have and show respect for the people you deal with, and take their circumstances and personal differences into account. This is about putting equality into practice. The key is simply to respect differences fairly, so that you do not exclude anyone, or treat anyone inappropriately or unfairly because of their particular circumstances.

Breaching the Code of Conduct

If any person's behaviour breaches this Code of Conduct, they will be required to leave the meeting and vacate the premises where it is being held. They will not be permitted to attend future meetings unless they provide satisfactory evidence to Northampton Borough Council that they will comply with the Code – e.g. a letter of apology.

If you would like further information or if you would like to discuss the Code of Conduct please contact Vicki Rockall, Partnerships and Communities Manager at vrockall@northampton.gov.uk or on 01604 837074

Northampton Borough Council, Northampton Pensioners' Forum Thursday, 29 May 2014

Present: Cllr. Brian Oldham (Co-chair, NBC), Roger Rumsey (RR, Co-Chair), Mike Hill (MH, Pensioners Voice), Ann Timson (AT), Brian Nichols (BN), Christiana Owusu-Akuffo (CO, Pensioners Voice), Julie O'Brian (JO, Care and Repair), Jacky Taylor (NHFT), Andy Langton (AL, NBC), Cllr. Mike Hallam (NBC), Alice Morgan (AM, NBC)*

*Took minutes.

1. WELCOMES, INTRODUCTIONS AND APOLOGIES

Apologies received from John Rawlings, Jacqueline Forrest-Smith, Tony Mallard and Vicki Rockall (NBC).

2. MINUTES AND MATTERS ARISING

Mike Hill's initials are wrong on the minutes; MK should be changed to MH. AT suggested initials are put after names on 'present' section for accuracy and ease.

Item 5 – AT asked for Independent Living Teams details to be shared. Lynn Horwood can be contacted on lhorwood@northampton.gov.uk or 01604 838462.

Item 6 - wrong spelling of Clare Street

Matters arising around the ALMO will be brought up at the next meeting.

BN asked whether the code of conduct is now in effect. Cllr. Oldham confirmed that the code of conduct is now in use for all of the forums.

3. NHFT - OLDER PEOPLE'S SERVICES

Jacky Taylor, from Northamptonshire Healthcare Foundation Trust (NHFT), gave an overview of the community services offered by NHFT for older people, including;

- Comprehensive district nursing service - most people using this service are house bound, some patients have needs that the district nurses specialise in. Most patients are elderly, and have long term chronic needs, but do provide services for people who are 18 years plus. District nurses provide information on self-management, and also work with other organisations such as Age Concern, Marie Curie and Macmillan nurses.
- Specialist nurses - Give advice to patients on their illnesses and skill up general district nurses also.
- Podiatry - only now available for people with complex foot conditions. Can no longer manage the 'healthy foot' (nail cutting etc.).
- Physiotherapy service - 12 locations across county. Patients can self-refer, or be referred by their GP.
- Wheel chair service – only provided for people who need a wheelchair for inside their home as well as outside.

- Frail and elderly programme – multi disciplinary team. The elderly can receive short term high intensity care in own home without having to go to hospital. Bringing treatment to the elderly stops them from losing their self-managed capabilities. Accessed by GPS, district nurses and hospitals, for instance.
- Older Peoples Mental Health Team – There are four inpatient units, two in Northampton and two in Kettering. Community nurses have satellite bases. CMHT can be contacted through GP or Crisis team.

RR asked whether preventative medicine is used, for instance it was felt that stopping the 'Healthy Foot' service meant that there is no focus on prevention, only on cases once they have become 'complex'. JT said that preventative medicine and approaches are delivered to an extent by district nursing, through self-management and education on how to care for selves. Also, NHFT works closely with practise nurses and GPs.

Cuts to services are a result of budget pressures and an attempt to spend more wisely. Not an easy decision to make –with reference to Podiatry, the commissioners decided a service would be commissioned only for people with serious foot problems (all put out to public consultation).

MH felt that through personal experience, the service is not complete and things aren't joined up. BN also raised concerns over what is 'complex', and what is classed as not. JT said that where someone does not qualify for the Podiatric service, private Podiatrists should be used. **ACTION:** JT to find out whether there is an approved list of private services. If so, this will be sent to AM for circulation.

AT raised an issue with Hospital Chiropody around records not being kept of patients. NGH is not JT's remit. However, with reference to patient's records, at NHFT every episode of care is counted as a new patient. If a condition is ongoing, this will be recorded as one episode of care. All records are computer based, and if a patient is seen again in the future, NHFT will have access to past admission data with patients permission for data sharing.

An explanation was given about the Clinical Commissioning Groups. JT explained that PCTs were split up, and in their place CCGs were formed. Many professionals sit on these groups. CCGs receive money, decide on the services to provide, and then buy services from the pot of money. Some commissioning for NHFT is also done through Northampton County Council around social services.

4. REFUSE COLLECTION - CLLR. MIKE HALLAM AND TOWN WARDEN

Cllr. Hallam gave an overview of the services provided within the Environment portfolio and the outsourced contract with Enterprise – now taken over by Amey. This includes refuse collection, street cleansing, parks and open spaces, allotments, cemeteries and Northampton in bloom.

Cllr. Hallam also explained the improvements that have been made to Environmental services, such as refuse collection routes, grass cutting, investment in parks and open spaces. Cllr. Hallam is keen to get feedback from residents etc. to

further improve services in the future.

Cllr. Hallam explained that there are three agencies responsibility for grass cutting. NCC do one cut a year around July. NBC cut on a 3-4 week cycle, dependent on the weather. Highways agencies are responsible for the main arterial routes. Cllr. Hallam told the forum that the weather should not be used as an excuse by NBC for the grass being overgrown. The crews should plan for the weather, may get a bit in front or behind, but given flexibility to catch up/balance itself.

AT raised an issue with grass cutting in Spring Boroughs, where border flowers have been cut off as well. **ACTION:** Cllr. Hallam agreed to take this issue back to environmental services to be addressed.

BN raised an issue with Abington Park - last autumn/winter, problem with wet leaves becoming a hazard for older people. Cllr. Hallam advised the forum that two new park rangers have been employed by NBC. This resource has been increased to address problems such as leaves.

A question was raised, asking why some street trees are being chopped down. Cllr. Hallam advised that it is very hard to get rid of a tree, unless it is diseased/dead. However, trees in the past were planted in mass, which are now 40-50 years old and their roots causing problems. Removing a tree is a twofold process, the tree and the roots are removed by different teams. NBC has a policy of replacing trees once they are removed. However, this is a divisive issue as NCC's policy is not to replace.

5. NOMINATION OF THE COMMUNITY CO-CHAIR

It was agreed to defer this item to a later meeting.

6. UPDATE ON FORUM PRIORITIES, ACTIONS AND DECISIONS FROM THE LAST MEETING

AM went through the Action Plans with attendees and gave an update on the activity that has taken place:

- Intergenerational project. VR is waiting to hear back from the War Memorial Trust regarding the bid submitted. We expect to have heard back by the next meeting and will be able to progress the plans for the Intergenerational project further.
- Improve attendance at the forum. VR and AM have been working on a communications drive – press releases have gone out, an article has been published in Age UK magazine, social media has been utilised, leaflets have been printed and circulated to community centres, community rooms, residents associations, VCS organisations and neighbourhood wardens, and forum dates are being advertised in the one stop shop. This effort will continue to increase attendance.

7. COMMUNITY NEWS EXCHANGE

AT – Problems with Lovells and the Decent Homes Standard, including experiences

such as:

- Issues with rewiring of properties
- Delays on work being completed
- Mess left behind after work completed, more work and decorating needed as a result
- Work being signed off as completed without the knowledge of the tenant.
- No boxes for packing or covers for furniture provided.
- Main security doors left open

Cllr. Oldham advised AT that these issues can be brought at the next meeting.

JB – Care and repair - handy persons service for vulnerable people. More information can be found here – www.care-and-repair.org.uk or call 01604 782250. RR added that from personal experience, this is a fantastic service.

CO – Has returned from travels in Ghana, thankful for everyone's support.

MH – Raised that the PCT left £44 million of debt, leading to the cutting of services. The Clinical Commissioning Groups that have replaced the PCT now also fund operations – concerns around this. RR said that a list of all operations that now are funded through the CCG has to go to committee first, RR to give to AM to circulate.

8. ANY OTHER BUSINESS

BN asked whether the events calendar is kept updated. AM confirmed that the calendar is kept up to date on the internet but for those that do not have access to the internet, AM will post.

BN raised concerns over the amount spent on the fountain by the market square. BN also raised questions around the PCC – recommendation that £500,000 is spent on roundabout for Wooton Hall – staff budget over £1 million. BN felt that the public do not know how the PCC works, and why so much money is spent.

9. SUGGESTIONS FOR ITEMS FOR FUTURE MEETINGS OR FORUM ACTIVITIES

Next meeting: ALMO update - Suzanne McBride & Cllr. Markham.

Future meetings: Northampton General Hospital

10. DATE AND VENUES OF FUTURE FORUM MEETINGS

Thursday, 24th July, 2-4pm

Thursday, 18th September, 2-4pm

Thursday, 13th November, 2-4pm

The meeting concluded at 4:02 pm

Forum Action Plan						
Chair:	Cllr. Oldham and Roger Rumsey		Responsible Forum:	Pensioner's Forum		
Outcomes identified within the Corporate Plan:	<ul style="list-style-type: none"> Empowered local communities with a greater capacity to become involved in community life Promote integration and cohesion Appropriate support provided to those in most need Services are fair, accessible and responsive to individual needs residents and customers feel informed and engaged in service quality and design Future developments informed by the views of local people Delivery of events to celebrate and enjoy the Town's heritage and culture 					
Objectives:	<ul style="list-style-type: none"> Identify issues of importance to pensioners who live in the Borough, research/discuss issues and decide on outcomes to achieve Promote and sustain effective communication between NBC and pensioners living in the Borough. Promoting partnership working by statutory and voluntary sector organisations, and Pensioner's groups and communities 					
Actions:						
Action	Owner	Activity (intelligence led)	Timescale	Cost	Measure	Last Updated
Intergenerational project- WW1 Memorials around the town.	VR/AM	<p>Research project which will develop the skills of both young people and pensioners around research and learning and will encourage intergenerational integration. The project will also look to work with key partners, such as NVC, central library and the museum</p> <p>Pair up youth and pensioners forum members on a geographical basis, to focus on a research project around their local war memorial.</p> <p>Exhibit results and create a plan for the memorial for the future – maintenance, site visits, ongoing photo record etc.</p>	November 2014	Bid submitted £30,000	Memorials researched, and recorded. Results exhibited.	May 14
Improve attendance at forum, bringing different groups together to build upon the forum. Include service providers as well as service users.	Officers – VR & AM	<p>Officers working on Communications Plan</p> <p>All forum members to recommend service providers and organisations to be invited to join the forum (May).</p>	Ongoing	Nil	% increase at forum	March 14