

Northampton Pensioners' Forum

on Thursday, 27 July 2017 at 1:30 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. **Homelessness - Housing and Wellbeing - Cllr Hibbert and Phil Harris**
4. **Action Support (Scooter 2 Go) - Sue Armstrong**
5. **Community News Exchange**
6. **Suggestions for Items for Future Meetings or Forum Activities**
7. **Any Other Business**
8. **Date of future Forum Meetings**
28th September

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

For more information about this meeting please contact:
Aimee Luck - Community Development Officer



aluck@northampton.gov.uk



Tel: 01604 837079



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, 25 May 2017

1. WELCOMES, INTRODUCTIONS AND APOLOGIES

Present: Cllr Brian Oldham (Co-Chair BO), Roger Rumsey (Co-Chair RR), Maureen Hill (MH), Malcolm Mildren (MM), John Rawlings (Quakers JR), Tony Mallard (NFRA, Veterans Club TM), Ann Timson (AT), Veronica Male (Tollers & DAA), J Forrest-Smith (JFS), Bill Parker (NCC), Dr Caolyn Kus (NCC), Prof. Jacqueline Parkes (JP), Jennifer Shaw (NASS, JS), Hazel Tuttle (HT), Rufia Ashraf (RA), Aimee Luck (NBC AL), Nisha Mejer (NBC NM)

Apologies: Jeanette Pidgen, Brian Nichols, Christiana Owusu -Akuffo, Michael Hill, David Hewitt, Alan Wright, Anna Earnshaw

2. MINUTES AND MATTERS ARISING

Mins approved.

RR wrote to the NBC solicitor.

NM gave an update for the Environmental Survey report.

3. CLLR BILL PARKER AND ANNA EARNSHAW - NORTHAMPTONSHIRE ADULT SOCIAL SERVICES (NASS)

Anna Earnshaw sent her apologies and Karolyn Cus (KC) attended instead. KC gave an overview of Northamptonshire Adult Social Care (NASS).

Intention for Northampton County Council (NCC) – to make service more efficient and work in partnership with other organisations.

NASS to bring together Olympus Care Services (OCS) and the assessment and functionality of NCC. Moved the staff together to form NASS.

Want to change the way we work. Creating short term intervention. Referred either from hospitals or people can self-refer.

Only one fifth of referrals come from hospitals. People from community needs to get access equally.

OCS – still there and offers services. Provide long and short term support.

There will be big changes from the discharge of patients to their recovery. Rather than being assessed in hospital, patients to be assessed in the home or residency.

Regards to longer term, complex needs will be met.

Key parts are safeguarding and assessing – to stay within the NCC. Also any commissioning to stay with NCC.

NASS went to cabinet in March. Will go live 1st September.

BP: The service needed to reform. Coalition govt announced to stop 70% revenue budget. Revenue Support grant will disappear in 2020. This is a substantial amount.

We will need to raise money through Council Tax and business rates. More recently – additional £23 million over years to be spent on ASS. Have to report how it has

been spent.

Looking to spend money on domiciliary care, voluntary sector etc.
NASS will become a trust. Will enable us to bring additional funds.

Q: When discharging people from hospital. How quickly will they be assessed?

A: In practice there will be a multi-agency team. Plans will be put in place. The discharge policy is complicated. Have teams on site who determine who is ready to go home. Will be a process in place before patient is discharged.

There is an increase in people going to A&E. This puts pressure on the service.

Services have been cut and the government has recognised this. Waiting to see outcome of election. Should see more integration going forward.

CP: Two things are happening at the moment.

Firstly, there is a health and wellbeing board – this is a clear message that organisations want to closely with NCC.

Secondly there is a big change to community care packages. There is a move away from residential care to more home based. Significant changes to this and money will be spent in this area.

Q: How will this be promoted to the public?

A: Referrals are being made through professionals or the public. There is an online platform called Brolly. This will be monitored and people can look at prices. This is being promoted now through leaflets, care directory on hard copy. Information is in libraries and there will be a roadshow in July.

Promoting equipment to help people stay at home.

Q: Is there a conflict of interest with hospitals wanting beds and the care packages?

People have come out of hospital, packages are not always in place. Are you satisfied that all packages will be in place before they are discharged?

A: If people who are stuck in bed, intention – investing in this crisis response team. Intention to work with these people for the first six weeks. Have agreed if at the end of 6 weeks, still need care, more investment can be made. People have to be ready to be discharged. Hospital has to take on that responsibility.

From safeguarding prospective, NASS can intervene if needed.

Q: Difficulty is that there is pressure. My concern that government allowing Local Authority to raise money is not an adequate answer. There is a lack of fairness as to how money is distributed.

A: Good information and advice to help with social isolation to help prevent them to getting into the system.

Q: You have excellent buildings to move people on. There are going to many people with early stages of dementia. Others won't be able to stay at home.

A: Are working to deal with issues. Have a deferred payment system. Looking at property and this is a very complicated issue. Governments were struggling financially. Hoping people won't have to be moved as Dementia increases. Want to build on this to create Dementia Villages. Eg Bourneville.

These are inclusive to everybody irrespective of financial backgrounds.

Q: Need more sheltered homes and extra care.

A: Northampton is two tier – working with NBC and NCC. Village being built in Daventry. The developer is paying for it.

Q: What happens if somebody with Dementia get worse?

A: Northamptonshire to be Dementia Friendly to raise awareness.

Every hospital has symbolism has a gentle reminder to raise awareness. This is down to choice.

Q: Who has jurisdiction to give licensing?

A: Have to be registered. Care Quality Commission.

Q: Have to make sure communication is to people who are visually impaired.

A: Yes will do.

4. DEMENTIA ACTION ALLIANCE - JACQUELINE PARKES

JP gave background to Dementia Action Alliance (DAA). Working on making Northampton a Dementia Friendly town.

JP works at University of Northampton and is a mental health nurse. Spare time leading the University strategy to work on Dementia.

Focussed on educating workforces and is operating a flagship project to launch a post Diagnostic Support Centre.

Very keen to listening to the public. Lots of engagement work. Become Chair of DAA took over from Veronica Male. It is a social movement creating awareness. Do not have a cure for Dementia but starting to get people supportive of Dementia.

Dementia is an umbrella term –there are over 100 different types of Dementia. Can happen to people of all ages. Dementia is growing fast. Aging population and people living longer. Looking at alternative sources of care. Have to have a strategy to keep vast majority at home.

Looking at major changes of care. Heavily involved in looking at villages being created.

Identified various areas that need to be reviewed are developing this. Helping to develop a document for Northamptonshire.

Exploring with working with the Police.

Looking at having a Patient Forum for people with Dementia and Carers and working with NBC to deliver this.

Changemaker Uni – look at how we educate our professionals. Won award last year for Post Diagnostic Support. Provide activities for people who are diagnosed and for the carers. Referrals to come through memory clinics.

Q: Is there a high incidence of Dementia of people who live in busy roads?

A: No. Other universities looking into this. Looking at why people getting Dementia in their 30s and 40s. Over 100 different types of Dementia. Have halved the number of men in their 50s in getting vascular Dementia by telling people to look after their hearts and to manage blood pressure. Lots we do know and lots we don't.

Q: Are you linked with Healthwatch? Healthwatch builds volunteers. Can link into this.

A: Yes will be linking in a more focussed way.

Q: What are basic tell-tale signs of Dementia?

A: Look at behaviour change in somebody. People can have it for years before they show signs. Maybe doing things out of character.

Q: How successful is the technology for assessment?

A: It is helpful. They don't just have one problem. Have to have brain scan.

Q: What is the referral rate from the Doctor?

A: There is always going to get a slight cognitive decline and not necessarily form Dementia. Have had 67% referral rate. People are frightened to go to the Doctor. There is a stigma around the illness. Lots of misdiagnosis. Can take 5 years to diagnose youngsters.

Post Diagnostic support is not fully supported.

Q: Is there treatment to slow it down?

A: Some conditions can be slowed down but not cured. Still don't know what's triggering it. It is a concern. When profile is raised you will see an increase in cases.

Q: If someone has impact on the brain do they get Dementia?

A: There is a correlation. More common with people with brain damage. Look for communication, orientation, language issues.

Q: Not enough information with BME groups.

A: Invite JP to Diverse Communities Forum

5. ACTION PLAN

NM read out Action Plan and gave updates

6. COMMUNITY NEWS EXCHANGE

Police and Crime Commissioner meeting for forum members: 20th July 2-4pm.
Venue TBC

RR: Read out email from the Police about the Manchester. RR requested people to become vigilant but to carry on.

TM: The Federation of Residents Association suggested to move back to the Guildhall and have a forum. This will happen in Guildhall.

Will stay as federation and people can join for a small fee. Will get public liability.

RA: Gave out leaflet on behalf of Rural Wellbeing Service. Give services to elders living in rural areas.

JR: Number of people in West Hunsbury asking why some people pay more for rates than others.

A: CT goes up when you live in a Parish Council. This is being reviewed.

RA: When my son was 4 years old. Has meningitis. My 9 year old has become a carer. My son is abseiling down the Sixfields tower and the funds will go to Disney Ward. 12pm 3rd June.

7. SUGGESTIONS FOR ITEMS FOR FUTURE MEETINGS OR FORUM ACTIVITIES

AGE UK. Liam Condon retiring, forum members would like to invite him.
Stagecoach
Scooter 2 Go.

8. ANY OTHER BUSINESS

AT: Why don't the hospitals have the blood testing dept in one area? AT will write to them.

HT: There are hold ups at the bus station. Solution to make the road two way. BO: This is a NCC issue. **ACTION:** JS to relay this back.

Would be better to revert to old system and have traffic in Abington Street.

TM: Has problems with contacting helpdesk at Northamptonshire Partnership Homes.

9. DATE AND VENUES OF FUTURE FORUM MEETINGS

27th July, The Guildhall, 1:30pm.

The meeting concluded at 4pm

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
WW1 Zeppelin project: Intergenerational project	AL	Pilot session successfully delivered- youth and pensioners paired up for memory. To be developed in 2016/17 in partnership with Voluntary Impact Northamptonshire's School of Life Pensioners forum to work with Youth forum to learn about the Northampton woman and her children killed by the Zeppelin.	September 2017	Nil	Showcase of project at Heritage weekend.	April 2017
Dementia Awareness Week	NM	Dementia Awareness Week 16 th – 20 th May- Jacqueline Parks to attend Forum to discuss Dementia.	May 2017	Nil	Forum Agenda Item	June 2017
Highways Wardens Scheme	AM	Opportunity for forum members to become Highway Warden, who are the eyes and ears on the road network within their local area and a key point of contact between the community and Northamptonshire Highways. A Highway Warden provides valuable information which	January 2017	Nil	Wardens recruited and liaison set up with Highways	October 2016

		<p>assists in maintaining the highway network ensures the views and requirements of the local community are represented</p> <p>A Highway Warden is a volunteer who is supported by their parish or town council or residents group and Northamptonshire Highways.</p> <p>http://www3.northamptonshire.gov.uk/councilservices/northamptonshire-highways/roads-and-streets/Pages/highway-wardens.aspx</p>				
<p>Work with Nene Clinical Commissioning Group to provide the Pensioners Forum with an input into the CCG and represent the needs of older people in Northampton.</p> <p>∞</p>	AM/JP	<p>Jeanette has confirmed the provision of the following information for future meetings.</p> <ul style="list-style-type: none"> • JP to present on Quality Contract. • PH to present on the Veterans Community Covenant. • GM to discuss with the forum the best way to provide information around dementia services in the area. 	Ongoing	Nil	Presentations held, information cascaded, action plan in place.	May 2016
<p>Improve attendance at forum, bringing different groups together to build upon the forum. Include service providers as well as service users.</p>	Officers – VR & LM	<p>Continue to publicise the forum through different communication streams and networks.</p> <p>Age UK- Liam Condon retiring next year, invited to Forum to talk about Age UK.</p>	Ongoing	Nil	% increase at forum	March 15
Intergenerational Catwalk	LCW	An intergenerational catwalk lead by Voluntary Impact Northampton. Forum members encouraged to be models.	October 2017			March 2017
Tea Dance	Cllr King, LCW, and officers	Tea Dance organised in the Guildhall was well attended. Digital Eagles attended to provide IT support to the Pensioner Forum and others. Event was enjoyed by all.	March 2017			March 2017