

## **NORTHAMPTON BOROUGH COUNCIL**

### **MINUTES OF SCRUTINY PANEL 3 DEMENTIA FRIENDLY TOWN**

**Thursday, 25 January 2018**

**COUNCILLORS PRESENT:** Councillor Sally Beardsworth (Deputy Chair, in the Chair),  
Councillors Mohammed, Janice Duffy and Dennis Meredith

**CO-OPTED MEMBER:** Gwyn Roberts

**Witnesses** Lloyd Butcher and Helen Crawford,  
Alzheimer's Society,  
Northamptonshire  
Jason Ball, UNO

**Officers**  
Louise Musson, Call Care  
Manager  
Tracy Tiff, Scrutiny Officer

#### **1. APOLOGIES**

Apologies for absence were received from Councillor Cathrine Russell (Chair) Councillor Brian Sargeant and Councillor Aziz.

At this point the Chair showed a short Utube video around support for those living with dementia. The video was well received by the Panel.

#### **2. DEPUTATIONS AND PUBLIC ADDRESSES**

There were none.

#### **3. DECLARATIONS OF INTEREST**

There were none.

#### **4. MINUTES**

The minutes of the meeting held on 27 November 2017 were signed by the Chair as a true and accurate record.

#### **5. SITE VISITS**

The Chair presented the briefing note on the recent site visits highlighting the salient points.

The Scrutiny Panel made comment, asked questions and heard:

- It was commented on the excellent support for both people living with dementia and their carers that was provided by the Churches in Lutterworth.
- The Call Care Manager confirmed that similar Groups are being investigated to being set up in Northampton. A Group will commence in March 2018, 3 times a week at the central Library, Northampton.
- Some churches in Northampton already host Dementia Cafes. NIFF is also managing an action alliance. A potential recommendation of the final report was suggested “that NIFF is involved in the creation of an action plan for Northampton town to become a Dementia Friendly town.

The evidence obtained from the site visit will inform the evidence base of this Scrutiny Review.

## **6. CONFERENCE - DEMENTIA 2017: MANAGING DEMAND, IMPROVING CARE**

The Chair presented the briefing note on the recent conference highlighting the salient points.

The evidence obtained from will inform the evidence base of this Scrutiny Review.

## **7. FUTURE DIRECTIONS IN DEMENTIA CARE CONFERENCE**

Councillor Duffy presented the briefing note on the recent conference highlighting the salient points.

The evidence obtained from will inform the evidence base of this Scrutiny Review.

## **8. WITNESS EVIDENCE- UNO BUSES, NORTHAMPTON**

Jason Ball, Transport Manager, UNO Buses, Northampton, presented the written response to the core questions; highlighting the salient points. A copy of the response is appended to the minutes.

The Scrutiny Panel asked questions, made comment and heard:

- All drivers of UNO receive training and Jason Ball confirmed the organisation is keen to ensure the drivers are trained to a level of understanding and awareness of those living with dementia.
- It was suggested that it would be useful for UNO to liaise with the Police regarding raising awareness of those living with dementia
- Jason Ball confirmed that he was not currently aware of “Keep Safe Cards”, he acknowledged their value and added that it would be good for drivers of UNO to receive some short dementia friends and awareness raising training. Dementia Champions would deliver the training. Jason Ball would be provided with the relevant contact details.
- The Co-Optee confirmed that it would be most useful for carers to be aware that bus drivers had received the relevant training.

- Jason Ball confirmed that carers would be able to travel on the buses free, subject to proof of being a carer. The Co Optee confirmed a photo ID card could be investigated. The Scrutiny Panel confirmed it would consider this as a potential recommendation of its final report.
- “Keep safe” cards are very useful and are being rolled out to all those who are categorised as vulnerable.
- The Scrutiny Panel suggested a potential recommendation for its final report “That the Council investigates Dementia Friends Champion training for relevant members of staff.”
- The Scrutiny Panel suggested a further recommendation of its final report that the full criteria for the town of Northampton to become a dementia friendly town.

Mr Ball was thanked for his informative address.

## **9. WITNESS EVIDENCE**

### **(A) ALZHEIMER'S SOCIETY - NORTHAMPTONSHIRE AND ALZHEIMER'S SOCIETY - NORTHAMPTONSHIRE (CARE SERVICES)**

Lloyd Butcher and Helen Crawford, Alzheimer's Society, Northamptonshire, presented their written response to the core questions of the Scrutiny Panel; highlighting the salient points.

The Scrutiny Panel made comment, asked questions and heard:

- The written response was welcomed
- It would be useful for more businesses to come on board with Dementia Friendly town initiative, such as shops and banks. It is therefore very important for the BID to submit a response, a response from banks and a response from market traders. An additional meeting would be scheduled for further evidence gathering.
- There is a real need for better understanding and awareness of people living with dementia

Mr Butcher and Ms Crawford were thanked for their informative address.

### **(B) DIRECTOR, NORTHANTS HEALTH WATCH, DIRECTOR NORTHAMPTON HEALTH TRUST, DEMENTIA TEAM, NORTHANTS GENERAL HOSPITAL**

A response from the Director, Northants Health Watch, Director Northampton Health Trust, Dementia Team, Northants General Hospital was not received.

### **(C) DIRECTOR NORTHANTS BID**

A response from the Director, Northampton BID was not received. The Chair confirmed that they would be contacted again as a response from the BID is most important in informing the evidence base.

### **(D) DIRECTOR, HIGHWAYS, NCC**

A response from Highways, NCC, was not received. The Chair advised that the Transportation Manager had been in contact and confirmed that should he have any information to report he would do; but currently there was nothing that could be added.

The meeting concluded at 7:42 pm

## NORTHAMPTON BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY



#### SCRUTINY PANEL 3 – DEMENTIA FRIENDLY TOWN

##### CORE QUESTIONS – EXPERT ADVISORS (UNO BUSES NORTHAMPTON)

The Scrutiny Panel is currently undertaking a review: Dementia Friendly Town that is investigating the town of Northampton can become a Dementia Friendly Town. The projected outcome is to make recommendations for Northampton becoming a Dementia Friendly Town

##### CORE QUESTIONS:

A series of key questions have been put together to inform the evidence base of the Scrutiny Panel:

1. Are you aware of what Dementia is, and its symptoms, please provide details?

As an operator of bus services we are aware of the principles of this condition and its possible effects of life changing symptoms. This is principally experienced by our drivers when interacting with our customers whom are unfortunate to suffer dementia. Unfortunately none of our current employees are experts in understanding dementia.

2. Are you aware of the effect on the health, wellbeing and the safety of people with dementia and their carers/families, if so, please provide details?

We have no thorough understanding of this. There are possibilities we would like to include this in future periodic bus driver/CPC training. The depot manager during Jan 2017 participated in a Dementia awareness group jointly in Northampton with the University.

3. Please can you supply details of the current and potential partnership working regarding supporting people with dementia.

We have been involved in a Dementia Awareness alliance meeting party of NCC, NBC and Northants Police plus Alzhymers group forum. I am not aware that any further meetings have been arranged, Uno are happy to continue our participation in these areas.

4. Are you aware of any specific groups that are not accessing services, please provide details.                      Unsure of the specifics of this question, awareness services or access to bus services?
  
5. In your opinion please provide information of the benefits of Northampton becoming a Dementia Friendly Town.

Having all operational staff to be aware of the possible effects, symptoms and training in how to handle awkward situations where customers may be lost/confused and how to obtain assistance. Sufferers could carry cards/ID in order for transport staff to obtain assistance (ie contact details of family, carers etc)

6. Do you have any other information you are able to provide in relation to a Dementia Friendly Town?                      No