

OLDER PEOPLES VOLUNTARY ORGANISATIONS FORUM

**Minutes of the meeting held Monday 18th July 2011, 3.00pm to 5.00pm
Committee Room 2, Kensington Town Hall, London W8 7NX**

Chair: Helen Leech (Open Age)

Attendance list attached

1	WELCOME AND APOLOGIES	Action
1.1	Helen welcomed members to the forum and invited everyone to introduce themselves and any new work they are involved in.	
1.2	Cynthia gave a quick update on Healthy Homes, which support people who are at risk of fuel poverty. They are considering a project in the future in which 'hot spots' are identified to set up a space where service users can keep warm during the day. Cynthia asked members to give feedback on the idea.	
1.3	Nour-Eddine said that there will be a meeting to discuss housing issues on September 6 th .	
1.4	Lev announced KCSC's new website. He said the new site was much more user friendly and more interactive. He also mentioned the addition of a voluntary sector directory which can be used to obtain details of voluntary and community organisations in Kensington and Chelsea.	
2	MINUTES OF PREVIOUS MEETING	
2.1	The minutes of the previous meeting were agreed.	
3	MATTERS ARISING	
3.1	There were no matters arising.	
4	ELDERLY PERSONS INTEGRATED CARE SERVICE (EPICS) UPDATE (Peter McDonnell , Royal Borough of Kensington & Chelsea)	
4.1	<p>Peter told the forum that EPICS closed on July 8th 2011.</p> <p>EPICS was based at Malton Road and used to provide a health and social and care centre as well as a lunch club for older people living in Kensington and Chelsea. 31 people were using the day care services and have since been moved to other day care centres. Peter said that the transfer was successful and there have been no problems so far. Age Concern K&C, Open Age and Octavia (Kensington Day Centre) have helped by encouraging the drop-in members to join other groups including lunch groups. The council will remain vigilant to ensure the closure of EPICS will not have a negative impact on ex-service users.</p>	
4.2	Robin asked if there were any records of user feedback since the move.	

	<p>Peter replied there were initial disappointments, but the team has worked very hard to ensure the transition was smooth and that most service users are happy.</p> <p>Jane asked what the plans were for the vacated building.</p> <p>Peter said there were no immediate plans for the premises.</p>	
5	<p>ISOLATION WORKING GROUP Cynthia Dize, Age Concern/Sixty Plus</p>	
5.1	<p>Isolation, Cynthia explained is a key issue for the Older People's Partnership Board. The Isolation Working Group reports to the Board and is now working on gathering information about people who are isolated. The Working Group, with the guidance of Cllr Freeman as older people's champion, has picked four wards, and will look at local statistics and analyse gaps in available services. The outcome will be a small report on each ward. The project will not set up new services, but see how current services might be improved to fill the gaps. The project is also expected to give a better understanding of how isolation can be prevented in the future.</p> <p>Cynthia also mentioned that the marketing for community services has been weak in the past, and that Jean Daintith (Director - Housing, Health and Adult Care Services) has offered the borough's marketing resources to help expand reach.</p> <p>Helen added that the Mayor's charity this year is focussing on older people and isolation.</p>	
5.2	<p>Jane noted that people who are isolated often don't want to be contacted or involved in groups of any sort, but only when things go wrong do they realise that they have no one to help and support them. She asked if the forum had any ideas how this could be tackled.</p> <p>Emma felt this was because people felt something would be imposed on them that they don't want. She suggested the manner in which they are approached could result in a positive outcome.</p> <p>Everine asked to what extent is finance looked at, as it was identified that people do want to go out for example, but can't afford it.</p>	
6	<p>LOCAL INVOLVEMENT NETWORK'S TRANSITION TO HEALTHWATCH Chris Conn, Local Involvement Network (LINK)</p>	
6.1	<p>LINKs were first set up in England following the Local Government and Public Involvement in Health Act 2007. Its purpose is to help improve and influence health and social care services through patient and public involvement. K&C LINK currently has a membership of 850 local residents and representatives.</p> <p>Chris explained, as part of the wider health reforms, all LINKs will evolve into Local HealthWatches (LHW). Whilst retaining their existing powers, they will acquire additional functions to help people access information and advocacy. LHW will champion local patients, service users and carers and while Health Watch England will act as a national champion, gathering intelligence from Local HealthWatch to present the national voice for people who use and need health and social care services.</p> <p>Chris moved on to speak about the transition plan which is expected to be complete in 2012.</p>	

	<p>Seventy-five local HealthWatch pathfinders including the boroughs of Kensington & Chelsea and Hammersmith and Fulham and their LINKs have been announced. The pathfinders will pioneer plans ahead of the full establishment of local HealthWatch across the country in 2012.</p> <p>K&C LINK is currently developing a Patient Participation Group. The group's role will be to provide analysis of service provision, to be actively involved in the running of a practice, ensure improved communication with the community and influence commissioning.</p> <p>Chris concluded his presentation with further opportunities to engage with LINK which included; LINK's AGM in September, the Shaping Local HealthWatch development programme, mapping information provision & advocacy and the Health & Well-Being Board.</p>	
7	<p>ADVOCACY PLUS Irene Kohler, Advocacy Plus</p>	
7.1	<p>Advocacy Plus had been providing spot purchased advocacy services for older people over the past three years. They were very disappointed to learn that the advocacy tender has been awarded to POHWER, with the handover to take place at the end of July.</p> <p>Irene wanted to take the opportunity to thank partners and colleagues and say good bye. She also asked the forum members to continue to have high expectations of POHWER.</p> <p>Irene felt that Advocacy Plus had faced disadvantage in the commissioning process being a small locally based group. The group didn't score so well in references because the Borough of Kensington & Chelsea couldn't act as a referee as they were involved in assessing the tender bids.</p> <p>Irene explained that despite scoring low in pricing, Advocacy Plus was nonetheless invited for an interview even though there was no chance of them getting the contract due to scoring low on pricing. Irene expressed concerns about smaller local groups competing with the large national organisations on pricing and felt the commissioning process was taking away local delivery.</p> <p>Irene also expressed her concern at the lack of accessibility for disabled people at the customer services at the town hall. She had taken two service users with her who were both disabled and found the premises wasn't accessible to them. She had raised the issue at the reception but found the receptionist neither concerned nor helpful.</p> <p>Lev assured Irene that KCSC was extremely concerned about losing smaller groups to much larger competition and that KCSC was taking this seriously.</p>	
8	<p>OPEN SESSION/FUTURE PLANNING All</p>	
8.1	<p>Helen asked the group how we can make the Older Peoples VOF better and asked what members would like discussed in future meetings.</p> <p>Jane said she would like housing discussed. She also mentioned the problem of elderly residents falling victim to telephone scams to obtain personal details. It was also mentioned that Age Concern K & C, along with the police, were organising an anti-scramming road show in September.</p>	

	<p>Gaenor suggested it would be useful to explore a topic on helping older people protect their money.</p> <p>Cynthia said she was interested in economic implications in general, benefits, money management and how to help service users to take up their entitlements.</p> <p>It was suggested there should be a meeting themed solely on finance, with presentations followed by an interactive session looking at how we can support older people with finances.</p> <p>Nour-Eddine proposed crime prevention and carers as topics for future forums.</p> <p>It was also suggested that a tea break be introduced to allow networking.</p>	
9	ATTENDANCE AND FEEDBACK FROM OTHER FORUMS	
9.1	Kensington & Chelsea Partnership (KCP): Meeting held 6 th July - this session was a development session which focussed on localism. There was also a dragon's den style session in which reps came up with ideas and the best ideas were voted for.	
9.2	Borough Voluntary Organisations Advisory Group (BVOAG): Meeting held 15 th June. Angela Spence presented an update on their 'Impact of the cuts' survey. Other issues discussed included the council's 'Organisations in Difficulty' procedure, London Councils Grants Scheme and Corporate Services Small Grants Fund 2011-12 and the TOR of the group was reviewed.	
9.3	Main VOF: Meeting held 8 th June. Main agenda items included a Credit Union update, Future of LINK and its transition to local Health Watch. (Paula Murphy was unable to make it due to being ill, so Angela presented on her behalf) and a presentation on the Big Squeeze report by Alison Blackwood (LVSC)	
9.4	K&C Forum for Older Residents: There will be a meeting about housing issues on 6 th September.	
9.5	Older Peoples Partnership Board: Meeting held on 22 nd June. There was an update on the Red Cross Home from Hospital Scheme.	
10	AGENDA PLANNING AND ITEMS TO THE KCP	
10.1	See item 6	
	ANY OTHER BUSINESS	
	Cynthia informed the group that St. Charles Hospital had a number of vacant spaces of different sizes for which they are looking for occupants. She said the spaces could potentially be used for up to 24 months, and will be let at a subsidised amount to voluntary sector organisations.	
	DATE OF NEXT MEETING	
	Monday 16 January, committee room 2, Kensington Town Hall from 3.00pm to 5.00pm.	

**Older Peoples Voluntary Organisations Forum Meeting
Monday 18th July 2011, Committee Room 2, Kensington Town Hall**

1. ATTENDEES

	NAME	ORGANISATION
1	Irene Kohler	Advocacy Plus
2	Emma Walsh	Age Concern Kensington & Chelsea/Sixty Plus
3	Cynthia Dize	Age Concern Kensington & Chelsea/Sixty Plus
4	Jan Gates	Campden Charities
5	Julia Linfoot	Housing For Women
6	Jane Turner	Inkerman Housing Association
7	Suresh Gupta	Kensal Community Association/India Welfare Society
8	Gaenor Holland-Williams	Kensington & Chelsea Forum For Older Residents
9	Nour-Eddine Aboudihaj	Kensington & Chelsea Forum For Older Residents
10	Chris Conn	Kensington & Chelsea LINK
11	Lev Pedro	Kensington & Chelsea Social Council
12	Mohammed Miah (Minutes)	Kensington & Chelsea Social Council
13	Robin Tuck	Kensington and Chelsea LINK
14	Laurraine Robinson	Open Age
15	Helen Leech (Chair)	Open Age
16	Cllr Robert Freeman	Royal Borough of Kensington & Chelsea
17	Peter McDonnell	Royal Borough of Kensington & Chelsea
18	Rajinder Singh Bhasin	The Central Gundwara (Khalsajaltha)

2. APOLOGIES FOR ABSENCE

	NAME	ORGANISATION
1	Madi Gilkes	Carers Kensington and Chelsea