



# MAIN VOLUNTARY ORGANISATIONS FORUM

**Thursday 15 June 2017, 10.00am – 1pm**  
**Committee room 1, Kensington Town Hall, W8 7NX**

**Chair:** Angela Spence  
**Minutes taken by:** Concia Albert

Attendance list attached

1	WELCOME, INTRODUCTION AND APOLOGIES	ACTION
1.1	Angela welcomed everyone to the forum and invited members to introduce themselves. Apologies received from Lorna Platt who was due to be presenting on Tackling Hate Crime in K&C but was needed elsewhere due to another pressing matter in relation to the Grenfell Tower Fire.	
1.2	An additional item was added to the Agenda: A time of reflection lead by AS on the previous days incident in the form of an open discussion: Grenfell Tower Fire (14/06/2017)	
2	MINUTES OF PREVIOUS MEETING AND MATTERS ARISING	
2.1	Minutes of the previous meeting held 09 Dec 2016 were approved. There were no matters arising.	
3	REFLECTIONS ON THE GRENFELL TOWER FIRE	
3.1	<p>Angela relayed Melanie Marshman’s message who is the Head of the Community Engagement Team at RBKC, “the council's priority is to support the people who present them-selves, Longer term we will look at where people go”.</p> <p>AS plans to relay the thoughts in the room when AS meets with Melanie. AS explained - The places receiving donations are overwhelmed at how much people have given in items. They would like to express their gratitude for this and additionally relay the message to anyone who is thinking of giving more items. They are at capacity with food and clothing and will need volunteers to sort through all the donations they have being given. Monetary donations are being accepted through Kensington and Chelsea Foundation and Westway Trust have set up donation pages.</p> <p>If your organisation would like to be a part of a team who will be set up allocate the funds donated, Email: <a href="#">Angela Spence</a> or <a href="#">Melanie Marshman</a> directly.</p> <p>JR- How is care going to be transferred? How is the displacement going to affect disabled people? It is imperative we start having these discussions now. We should also be having a discussion about the people who were raising concerns about Grenfell Tower and it’s fire risk who were not being listened to. Keeping sight of the long term discussions is important now.</p> <p>HS - People were texting and phoning from outside of the tower. There may be</p>	

	<p>psychological impact of people feeling helpless.</p> <p>BB - After the shock comes the anger and how do we harness this while working with the council.</p> <p><b>Other points raised:</b></p> <p>Who decides on where the homeless people go? There are official centres set up. There are 3 official centres that have been allocated for emergencies in advance. Any other needs going forward, trying to coordinate is difficult with people who may need prescriptions. Any feedback let KCSC know.</p> <p>Are they going to release the breakdown of how the 10 million pounds was spent? What about maintenance? People want answers as to what happened. And how quickly will the answers come?</p> <p>Roger Black The Chief Executive of Kensington &amp; Chelsea TMO in his interview said. "There is very little that can be said at this time".</p> <p>The lawyers will be sitting on this for liability.</p> <p>We need to concentrate on the immediate need. The community need to maintain pressure otherwise it will be side-lined. There needs to be a bigger picture.</p> <p>The community has a role to play to ensure we get those answers.</p> <p>Many people are missing. The helplines are saying they can't give answers. There will also be language barriers for some people to access help.</p> <p>Let's not underestimate the impact on the next community that are close by. There will be a-lot of long-term work to be done.</p> <p>Counselling services were asked to go into 5 different schools in the area yesterday to support children.</p> <p>This is at a time when people are already feeling under threat. They have being talking about redeveloping the area and knocking down the flats and the fire then happened, people will feel under siege whether the people who are inciting the fire is a part of the ethnic cleansing strategy is true or not. It is important to recognise this situation is quite volatile.</p> <p>We need to remain aware of the tensions of things that could be under the surface.</p> <p>Help Counselling - are happy to come along and offer some counselling to staff and people on the ground. We don't want this to be uncoordinated.</p> <p>It is important we lend our voices to housing and see the people who were affected don't end up in Barking but are re-housed in the area.</p>	
4	<b>WHAT WAS NCVO's CAMPAIGN MESSAGE FOR THE GENERAL ELECTION AND</b>	

	<p><b>WHY? Speaker:</b> Aidan Warner, External Relations Manager, NCVO</p>	
<p>4.1</p>	<p>(<a href="#">Download the presentation here</a>)</p> <p><b>The top 5 priorities for the Voluntary Sector were :</b></p> <ol style="list-style-type: none"> <li>1. Making it easier and more rewarding for people to volunteer. For example: We would like to see staff being allowed to have 3 days off to volunteer in the same way there is protective legislation in place for people getting time off to do jury service.</li> <li>2. Having an influence on what happens to the dormant assets accounts when people die which the government has taken control of. The terms of the Sovereign Wealth Funds are ambiguous. Having an influence on this is imperative to ensure funds can be used to support the charity sector.</li> <li>3. Improving volunteering in the public service.</li> <li>4. After Brexit - there is a risk of the ease Westminster will have to weaken regulation when they are converting the EU laws to UK law. We need to stay abreast of this.</li> <li>5. We would like to get some guarantees in place for EU citizens staying in the UK and organisations can continue to recruit from the EU.</li> </ol> <p><b>WHAT HAPPENS NOW?</b></p> <p>The hung parliament means the decision making process in parliament can be influenced by more voices. We would like to see the austerity measures lifted and more spending occurring.</p> <p><b>Update on Manifesto-</b> Tracey Crouch - Sports minister is the new minister looking after charities. We will give you an update on this later this year.</p> <p><b>Questions to Aidan by the attendees:</b></p> <p><b>Q:</b> What is NCVO's stance on the relationship between volunteers and the providers of social care?</p> <p><b>A:</b> Volunteers help support statutory services. They strengthen it. People engage differently with volunteers than they would with paid staff. Keeping people at home and seeing a consistent face often instead of 4 different people coming in throughout the day is a good thing.</p> <p><b>Comment by attendee:</b> Getting the balance right is important because we do not want the volunteer service to take over the public run services when they have the funding and the statutory duty to do so.</p> <p><b>Q:</b> Should we be advocating to ensure public service delivers the services they are supposed to or do we deliver the services?</p> <p><b>A:</b> There are 100,000 people volunteering in the health service and this is great.</p> <p><b>Comment by attendee:</b> People enjoy volunteering but what we don't want is for the government to advocate volunteering so they don't have to take much responsibility. We should ensure Social Care is well funded.</p> <p><b>Comment by attendee:</b> Volunteering should come from the community to the community rather than the government deciding what they want from volunteers.</p> <p><b>Q:</b> The attitude of the Job Centres to Volunteering is poor and can be quite difficult for the unemployed. Is there anything NCVO can do about this?</p> <p><b>A:</b> If you have examples of this we will be happy to take these up.</p>	<p><b>Pass on Aidan's details.</b></p> <p>Aidan Warner's details are as follows: External Relations Manager, NCVO @ncvoaidan aidan.warner@ncvo.org.uk</p>

5	<p><b>THE BIG QUESTIONS POST GENERAL ELECTION RESULTS: A PARTICULAR FOCUS ON LOCAL COMMUNITIES AND THE VOLUNTARY</b>  <b>Speaker:</b> Angela Spence, CEO OF KCSC</p>	
5.1	<p>The Local Elections will be held next year. AS would like to find out what the big questions are that the Voluntary Sector would like to have answered. This will help inform KCSC’s policy priorities in the run up to the Elections.</p> <p><b>Questions to Angela Spence</b>  <b>Q:</b> In the neighbouring borough Hammersmith and Fulham council have abolished the charge for certain Social Care services. Is this something we can consider as a priority for RBKC?  <b>A:</b> We can keep this as a consideration.</p> <p><b>Q:</b> How familiar is the newly elected Cllr Emma Dent Coad of Kensington and Chelsea with the Voluntary Sector.  <b>A:</b> This is a new relationship and it has being a very short time since the new MP was elected, so far Cllr Emma Dent Coad has shown some interest in the Voluntary Sector. We will continue to build our relationship as we go forward.  <b>Comment by attendee:</b> Putting on some hostings may be one way of beginning to build this relationship.</p>	
6	<p><b>TACKLING HATE CRIME IN K&amp; C</b></p>	
6.1	<p>Lorna Platt, Senior Community Safety Officer, RBKC was due to highlight the issue of hate crime and working with the voluntary and community sector. An urgent meeting in regards to the Grenfell Tower Fire meant Lorna could not attend the meeting.</p>	
7	<p><b>WEST LONDON CLINICAL COMMISSIONING GROUP SURVEY</b>  <b>Speaker:</b> Sam Aldridge, West London Clinical Commissioning Group</p>	
7.1	<p>Sam Aldridge handed out the booklet which included a survey on “Choosing wisely: Changing the way we prescribe”. North West London Collaboration of Clinical Commissioning Groups would like feedback by June the 30<sup>th</sup> on the proposal. The proposal will be that some prescriptions drugs will no longer be available on prescription and only over the counter. GP’s will now have to have a conversation with patients when the cost of the drug is very affordable and a prescription carries an excessive cost. An example item is: Paracetamols which can cost from 20p per packet over the counter. On prescription they would cost £8.60 per item. Patients with free prescriptions are being asked whether they can afford to pay for items which are relatively cheap such as the paracetamol instead of the NHS making a payment of £8.60 for an item such as this. The GP has to accept the patient’s decision of whether they can buy it themselves or continue to receive the items on prescription.</p> <p>Another part of the survey addresses wastage. The plan is to re-design the service to not create wastage on repeat prescription items which patients no longer need. Sam would like to do more workshops and would like feedback from the questionnaire.</p> <p><b>Points raised by attendees which Sam wrote down to take back:</b></p> <ul style="list-style-type: none"> <li>• How will the monitoring be done to ensure people who need the free prescriptions continue to get it?</li> </ul>	

	<ul style="list-style-type: none"> <li>• It should be an opt-out rather than an opt-in service to avoid making people vulnerable who are unable to pay for prescriptions.</li> <li>• The NHS should consider focusing their efforts on speaking with the Pharmaceutical companies who prescribed the drugs way above market value instead of looking towards patients to cut cost.</li> <li>• It was also suggested if the proposal is approved that the right people are targeted so that vulnerable people do not end up being more destitute and not able to afford the drugs they need because of their inability or shame to communicate their needs.</li> <li>• The automatic right of every person aged over 60 to be allocated a free prescription should also be looked into as some over 60's can afford to pay for their prescribed items and they do not want to be excluded from the conversation.</li> </ul>	
<b>8</b>	<b>PUTTING IN A BID TO SPORTS ENGLAND'S CHILDREN AND FAMILY FUND: PLAYSTREETS. SPEAKER:</b> Linda Thomas, Tri- borough Community Champions Development Officer	
8.1	<p>The process of looking at quiet streets, open spaces and other suitable under used spaces for play has begun.</p> <p>A meeting will be held in July to explore the idea further. Following this meeting will be another meeting on how to best write the bids. This meeting will be held at the RBKC town hall on the <b>17<sup>th</sup> of July</b>. To find out more get in touch with Linda Thomas on <a href="mailto:lthomas@westminster.gov.uk">lthomas@westminster.gov.uk</a></p> <p>A more extensive presentation will be given about the proposal at the Health and wellbeing VOF on <b>Tuesday 11<sup>th</sup> of July 2017</b></p>	
<b>9</b>	<b>NOMINATIONS &amp; ELECTION RESULTS FOR VCS REPRESENTATIVES: BOROUGH VOLUNTARY ORGANISATION ADVISORY GROUP. Speaker:</b> Angela Spence, KCSC	
9.1	<p>AS read aloud the Success, challenges and actions for the voluntary sector– year past and year ahead which was documented in the December 2016 meeting in sections <b>3 and 3.1</b>.</p> <p>There are a total of 14 spaces to be filled on the BVOAG and there are still some spaces. An email has been sent out to gauge interest in the roles. The AGM due to take place next week is now tentative. AS will confirm if it is going ahead.</p> <p>Nafsika Thalassis (BME Health Forum) has put herself forward for the Health Inequalities Representative. AS will find out if Nafsika can take up the post as her organisation is registered outside of K&amp;C though it works tri-borough.</p>	
<b>10</b>	<b>FEEDBACK FROM STRATEGIC MEETINGS ATTENDED.</b>	
10.1	<p>The tri-borough formal arrangement between Hammersmith and Fulham, RBKC and Westminster Council will be desolved by April 2018. The way forward is a work in progress. RBKC and Westminster have said they will continue to work together.</p> <p><b>Any other strategic meetings attended:</b></p> <p>SB-Our staff and volunteers have being very involved in supporting the aftermath of the Grenfell Tower Fire. We are hoping for co-ordination from the Local</p>	

	<p>Authority to logistically manage the overwhelming amount of food and clothing that have being donated. There are many volunteers from the community and other organisation helping.</p> <p>EE-We have a new project at the Citizens Advice Bureau. The project is the Last Rights Project: Death and Dying are issues many people prefer to not think about. It's a project to support end of life decisions.</p> <p>JR- The Independent Living and Care Fair to be held in conjunction with RBKC will be held on the 19/06/2017. A Lunch will be provided. More information can be found on the ADKC <a href="#">website</a> .</p>	
11	<b>LUNCH AND NETWORKING</b>	

## ATTENDANCE LIST

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### 1. Attendees

	Name	Organisation	Email
1	Angela Spence	KCSC	angela@kcsc.org.uk
2	Becki Burrows	Kensington Citizens Advice Bureau	beckiburrows@gmail.com
3	Caroline Bennett	Catholic Children's Society	carolineb@cathchild.org.uk
4	Clare Scott-Booth	The Sheppard Trust	clarescottbooth@sheppardtrust.org
5	Concia Albert	KCSC	concia@kcsc.org.uk
6	Emily Engel	Kensington Citizens Advice Bureau	emily.engel@kensingtoncab.org.uk
7	Gladys Sheriff	WAND UK	gladys@clara.co.uk
8	Helen Leech	Open Age	hleech@openage.org.uk
9	Helen Stokes	Help Counselling Centre	info@helpcounsellingcentre.com
10	Iqtadar Hasnain	Open Age	ihasnain@openage.org.uk
11	Jamie Renton	Action Disability Kensington & Chelsea	chiefexecutive@adkc.org.uk
12	Jane Ferguson	West London Action for Children	team@wlac.org.uk
13	Keith Usher	Citizens Advice Kensington and Chelsea	keith.usher@kensingtoncab.org.uk
14	Linda Thomas	Tri-borough Public Health Department	lthomas@westminster.gov.uk
15	Patricia Alert	World's End Under Fives Centre	patricia.alert@weu5c.org
16	Rosemary Keenan	Catholic Children's Society	rosemaryk@cathchild.org.uk
17	Sam Aldridge	West London Clinical Commissioning Group	sam.aldridge@nw.london.nhs.uk
18	Sue Baker	Age UK Kensington & Chelsea	sbaker@aukc.org.uk