



OLDER PEOPLE'S PROVIDERS NETWORK

Tuesday 2 December 2021, 11am – 12.30pm
Virtual meeting via Zoom

Chair: Zara Ghods, Chief Executive, Kensington and Chelsea Over 50s Forum
Minutes taken by: Fenn Reynolds, KCSC

Item	Notes	Action
1	<p>Welcome from the Chair, Zara Ghods</p> <p>Agenda</p> <p>Zara Ghods (ZG) welcomed everyone to the meeting and went through the agenda.</p>	
2	<p>Re-commissioning of some older people services</p> <p>Neil Colquhoun, Strategic Commissioner – Bi-borough Integrated Commissioning</p> <p>Presentation</p> <p>Neil Colquhoun (NC) began the presentation by defining the range of service options for older residents, which were comprised of:</p> <ul style="list-style-type: none"> - Primary prevention services – generally designed for people with no/few care needs with the focus on maintaining independence good health and wellbeing for example the local gyms and library. - Secondary prevention services – generally targeted at those at risk of specific events. For example depression due to social isolation, falls due to poor mobility examples of these services include befriending, physical exercise class and falls clinics. - Tertiary prevention services – generally targeting relatively ill and frail older people to minimise disability or deterioration from established disease and enabling people to remain at home. For example day dementia centre services and dementia advisors. <p>NC went on to outline some of the main service providers in RBKC and Westminster. These included Pepper Pot (primary), Octavia (Secondary), and travel providers such as Westway Community Transport.</p> <p>In terms of current financial context:</p> <ul style="list-style-type: none"> - The forecasted budget gap in RBKC is set to reach £30.5m by 2022/23 due to forecasted reductions in Government funding and increased spending pressures. - WCC has identified savings of £31.8m to date across the council. 	

- There continues to be increasing spending pressures in several key services such as Adult Social Care.
- The challenge is to continue to provide good quality and affordable public services, while balancing income and spending.

NC went onto to briefly outline the personalised models of care. He explained that councils are looking for more personalised service choices for adult social care service users. Personalised budgets allow individuals to spend the money allocated for that support in a way that best suits them, and to help them stays as independent as possible.

A joint consultation exercise with Adult Social Care & Public Health commissioners took place in 2019 when 191 surveys were completed by residents, 16 consultation sessions were held across both boroughs and officers met with providers from the sector. Some additional follow up consultation sessions with residents also took place in Jan/Feb 2020. The findings from this were intended to be used to inform a new service model to be in place by April 2021. These potential plans were paused due to the pandemic and a new survey was circulated in August/September 2021 to get more feedback from our residents considering the impact of the pandemic. 136 surveys were completed.

NC ran through some key findings from feedback, which reflected that big impacts from residents accessing services was fear of catching Covid-19, mobility issues and safety concerns. A third of those surveyed showed interest in support with computer access to support.

Potential future service delivery models

NC discussed potential future service delivery models that had been considered. These were:

1) An entirely personalised market

- No commissioned services
- Current contracts cease at the end of their period without renewal
- Providers able to work with direct payments/ DP brokerage services/ private funders
- No more block payment contracts

2) Borough wide hub, spoke and outreach model

- Services that start as commissioned services evolving to personalised models over the course of a time limited contract. Any future Local Authority funding would be through personalisation.
- 1 X RBKC Hub, Spoke & Outreach
- 1 X WCC Hub, Spoke & Outreach
- 1 x Each Borough Specialist Dementia Service or 1 x BiBorough Specialist Dementia Service
 - o Building base (s) for all OP needs group - can drop in for a cup of tea and chat / indoor physical activity & classes / ideally access to community facilities (e.g. hairdresser, shower) / Will have care and support workers to support those with dementia / toileting needs
 - o Activities across the whole borough so activities on people's doorstep / activities aligned to different demographics
 - o Assumptions around partnership models / lead provider models

	<p>3) North & South borough hub, spoke and outreach model (Model 2, but with localised hubs)</p> <p>4) Other ideas</p> <p>The floor was then opened for discussion.</p> <p>Emily Engel (EE) asked about the movement towards all services being commissioned by residents by the council and asked for clarity around how to organisations express opinions on this. NC directed EE to the RBKC personalisation team.</p> <p>Sara Murphy (SM) brought the point up that if personalisation is gone ahead with, that strong outreach teams must be present to let service users and potential services users aware.</p> <p>John Obalim (JO) expressed his concerns regarding personalisation in regards of how it would effect community organisations.</p> <p>NC then listed the next step over the next 6 months:</p> <ul style="list-style-type: none"> - Resident & Provider feedback will inform commissioning - Budget setting process to inform commissioning activity - Ongoing conversations with incumbent contracted providers re contract end dates - Any future procurement exercises will be advertised via Capital E Sourcing <p>This concluded the presentation</p>	
<p>3</p>	<p>Organisations to discuss what they have upcoming in the New Year</p>	
	<p>Dhani Dhanoa (DD) passed on a message on behalf of Resonate Arts, who have a creative space on a monthly basis, and projects at the V&A museum for people with dementia.</p> <p>Open Age spoke about their expansion on digital offerings. Open Age have their centres open, but are hybridising to be able to reach all service users. Open Age's digital programme is a collaborative project with Age UK, KCSC and a number of organisations, and serves to help access to devices, connections and data, and grow individuals skills and confidence online.</p> <p>Age UK spoke about three Christmas events that are approaching on Kings Road, on Kensington High Street and at Chelsea Football Club. They echoed the Open Age digital offerings and hybridised services.</p> <p>Men Shed updated on services users largely only engaging in person and informing that luckily their physical space is large enough to safely remain in person. They emphasised that the space is as much an opportunity to socialise as it is to 'tinker' during the tinkering sessions. Men Shed expressed their concerns around support</p>	

	<p>for their attendees regarding housing issues within RBKC and requested support in this regard.</p> <p>Re-engage have opened for referrals for telephone companions.</p> <p>Al-Manaar are running coffee mornings, women's wellness and physical activities which have had a popular impact particularly on mental health. They expressed their interest on creating garden work for the upcoming jubilee.</p> <p>Kensington & Chelsea Over 50s Forum have partnered with RBKC, the community and local businesses to hold a platinum jubilee event. They are looking for organisations to nominate people to attend in the town hall. They also echoed digital partnerships.</p>	
4	<p>Future topics to cover for next OPPN</p> <p>Group discussion</p>	
	<p>ZG proposed that further clarity on personalisation could be a helpful to be addressed in future meetings.</p> <p>France Ngale (FN) suggested NHS commissioning structures could be a good thing to discuss in future meetings. FN noted how crucial this is around palliative care in particular.</p> <p>DD pointed to the evaluation form for any further suggestions for future topics.</p> <p>SM suggested it would be useful to speak about any gaps in service provision.</p>	
5	Close	

ATTENDANCE LIST

	Name	Organisation
1	Anna Porta	Westway CT
2	Anthony Walker	ESSA Residents Association
3	Basma Yaslem	Al-Hasaniya Moroccan Women's Centre
4	Dhani Dhanoa	KCSC
5	Emily Engel	Citizens Advice Kensington and Chelsea
6	Eva Ng Kon Tia	Open Age
7	Francis Ngale	Carers Network
8	Gigi Yacoub	Campden Charities

9	Grace Nuttall	Age UK Westminster
10	Hannah Ali	Re-engage
11	Intlak Alsaiegh	Muslim Cultural Heritage Centre
12	Jenny Marshal	Open Age
13	John Obalim	Citizens Advice Kensington & Chelsea
14	Megan Bower	NHS Community Living Well
15	Mehfuz Ahmed	Age UK Westminster
16	Mohamed Farah	Hodan Somali Community
17	Natalie Castro	One Westminster
18	Neil Colquhoun	Substance Misuse, Sexual Health and Offender Health Commissioning Team
19	Niall Reilly	Open Age
20	Nicola Cogdell	POhWER
21	Patrycja Skala-Williams	Portobello Pavilion Hive
22	Rasha El-Sady	Maxilla Men's Shed ACAVA
23	Renato Lozano	MHW CIC
24	Ritushree Guha	The Advocacy Project
25	Ruramiso Munetsi	Re-engage
26	Sandie Roberts	Carers Network
27	Sara Murphy	KCSC
28	Stephanie Linden	POhWER
29	Suzanna Montague	MHW CIC
30	Tasio Cabello	Age UK Kensington and Chelsea
31	Tessa Jelen	Breathe Easy Westminster
32	Zara Ghods	K&C Over 50s Forum

The information above will appear in minutes for this meeting which will be made available to all the attendees and published on KCSC's website.