



Community Action Group

Thursday 27th November 2014 10:30am

RCCE Offices, Threshelfords Business Park, Feering CO5 9SE

Present:

John Brown (Chair) (JB)

Suzanne Harris (SH)

Tony Shelton (AS)

Gill Burden (GB)

Sheila Jackman (SJ)

Philip Wilson (PhW)

Ken Edwards (KE)

Chris Rust (CR)

Brian Goodwin (BG)

1 Welcome & Introductions

Canon John Brown welcomed those present to the meeting and round table introductions were made.

Apologies

Apologies had been received from Angela Balcombe, Joy Darby, David Ennifer, Rachel Fahie, Julie Nelson, Rachel Price, Melanie Rundle,

JB commented that it is good to have people representing a wide area of Essex.

AS – suggested writing to Braintree DC Chief Executive asking for representation on CAG

KE – could we encourage at ERP meetings

AS – use Cllrs to ensure district representation

AS – Rural Community Action Group better name

2 Minutes of the Previous Meeting on 10th June

Accuracy

The minutes were agreed as accurate.

Matters Arising

Invite Matt Thurman to next meeting. Talk about alternatives to and risks of loan sharks. In Tendring identified lack of CU – linked to Colchester.

Item 8 – forthcoming event – SJ – EALC arranging Police Conf on 25 March at Foakes Hall, Gt Dunmow. Nick Alston, Specials, all aspects of policing. £67 fee – booking form via EALC.

AS – cost prohibitive

3 Community Agents

Brian Goodwin (BG)

34 of 36 agents now in place; mostly trained. About to focus on recruit support volunteers. Expecting this to be difficult as competition for volunteers. Good levels of interest, but seeking ideas of how to promote opportunities.

SJ – Parish magazines.

SJ – Ongar agent not yet spoken to Ongar Councillors.

BG – trying to work with local clubs and groups – will improve when support volunteers in place.

958 clients seen to date. Only 374 from mid-Essex (where Village Agents was active).

30% of new clients coming from via health source; 22% via social care.

Need to dispel myth that funding for CA will come from VCS budgets. Actual cost will be met by savings to health/care services.

New referral system developed to monitor work with each client to enable analysis. Evaluate wellbeing throughout contact with client to enable assessment of impact and length of impact.

Target to produce new performance reports by January.

Linking with other organisations.

- Good links with police – publicising via website. Linking with Community Partnership Hubs. Attending EALC police event on 25th March.
- Exchange event with fire and rescue arranged.
- Engaging with District & Borough Councils.

Also linking with CVS's and CABs.

SJ – have WECCG made referrals?

BG – yes

SJ – Epping Forest – Derek McNab best contact; part of Parish Liaison Group.

3 Uttlesford	2 Maldon	3 Basildon (+1)
4 Braintree	3 Harlow	2 Castle Point
4 Colchester	3 Epping Forest	2 Rochford
4 Tendring	1 Brentwood (+1)	3 Chelmsford

Allocation based on over 65's contacting social care for first time. Will review in due course.

Over 30 volunteers who can give talks.

By end March aiming for 2 support volunteers per agent (total 72) to help learn new skills, regain skills, accompany to clubs, etc

Not defining age. Anybody who is more isolated or vulnerable than they need to be.

KE – what happens where there are gaps in service and no group to refer on to.

BG – finding in new areas. Working hard to find groups but also encouraging other organisations to fill gaps.

BG - next meeting? (SH – January/March) BG will bring paper on gaps to March/April meeting for discussion. BG

SJ – are volunteers of a certain age? Concerned that volunteers are older.

KE – issue recognised.

AS – in local area VA always an item on PC agenda to help ensure continued awareness. Greatest need in most rural area. Concern that reduced to 4 agents in Braintree. Also raised issue that many Braintree residents use Suffolk GPs.

CR – some schools have programmes, working with community sports volunteers.

PW – sees youth volunteers.

BG – reiterated that local contact not lost. Slightly new focus under new programme, particularly as each new agent has a buddy and old agents are supporting. Once new agents up to speed old agents will have more time to devote to local areas. Conscious of need to re-evaluate positioning of agents in time in reaction to demand and travel time, etc

PW – what message can we give out

BG – i) advise groups and clubs that CA can visit to talk to them

ii) if you know potential volunteers or routes to advertise for volunteers make contact

BG distributed info.

4 Health and Wellbeing Updates

David Sollis from Healthwatch

HWE bridge between health and social care and people.

Colchester Cancer Service research, published a month ago. 70% happy. Those unhappy were very unhappy. NHS focus on safety. HWE focus on quality of service/care. Made recommendations and awaiting response.

Colchester has an Improvement Plan, which includes patient engagement. Changing staff makes joint working difficult. Looking at lived experiences, of whole journey from diagnosis to discharge/follow-up.

Researched discharges at Colchester, Broomfield and Harlow.

HWE has thematic areas of engagement. One is carers. Have been working on a video which will be shown at conference and launched later on 11th December.

Carers do not receive support. £118bn saved by carers.

HWE funded via ECC but report issues direct to Sec of State.

HWE aims to bring together information and keep up to date. Encourage people to use HWE as information point. Complexity of CCGs, Hospitals, GPs, dentists, etc.

HWE works with a number of partners.

JB – some projects HWE initiative, some asked to do?

DS – yes. 153 HW's in England.

555 Project. Made film on mental health. Identified that 'people at the top' don't listen to lived experience. Further research in chosen areas. Spoke to people who fund mental health issues – 5 case studies presented. Result: 3CCGs agreed to retrain in mental health awareness, new procurement about how young people access mental health. HWE continuing to gather evidence.

KE – how many full-time employees

DS – 6 FTE, plus ambassadors and 3 researchers. Work with partners – Essex Coalition of Disabled People, Essex Boys & Girls Clubs, amongst others.

Report due January following research with 600 young people on mental health.

SJ – West Essex?

DS – awareness of HWE not general, but HWE work focussed on support groups and patient groups. Respond to invitations.

GB – Better Living Fund – mentions HWE

DS – Govt plan for hospitals and social care working together. HWE challenged on behalf of those not using websites; HWE now alternative contact – people can answer questionnaire over phone. Better care fund

DS – people aren't concerned until they need to use health services.

CR – information signposting service; in mid-Essex looking at social prescribing model, will they link?

DS – yes. Ambassador sits on local group.

AS – where do reports go to?

DS – reports to councils etc

CR – signed up for Maldon and forwards to members

AS – how will things change as a result of research?

DS – Hard to measure.

DS – not an aim to promote HWE.

PW – recent event advised to call 111, but not well publicised

DS – older people health check free for over 65's – not well known – lots

DS – 15% people in A&E young people not wanting to go to GP

GB – is 111 national

DS – yes

SJ – variation in CCGs across Essex – some have opted out of certain things

AS – Community Health Councils used to report back to local authorities. Nothing publicised.

KE – good at saying 'I don't know' but not good at saying 'I must find out'. We hear horror stories but not good news.

SH to distribute info (newsletter)

SH

5 Strategic Developments

LEADER

JB – conscious of links between CAg and EcAG

AS – Wool Towns local LAG

SE LEP

SH reported improved relations with SE LEP. SE LEP is developing a LEP Rural Strategy and a rural chapter within the ESIF.

6 Local Funding Opportunities

CR – application for Community Games – up to £400 for events

7 VCS Framework and Compact

John Brown reported on behalf of Compact Steering Group.

Want to ensure Commissioning Code in Essex Compact aligns with VCS Framework.

Hope to agree by mid-January.

8 Forthcoming Events and Round Table Information Sharing

25th March – see above

6th February next full ERP meeting

9 Any Other Business

AS – Age UK Essex trying to develop befriending service across county

KE – possible presentation on Community Resilience

PW – happy to arrange presentation

KE – CAG action plan should be on agenda

10 Date of next meeting

ERP meets on 6th February; CAG can meet before (January) or after (March). Agreed March.

SH will circulate dates for this and future meetings.

SH