

**MINUTES OF THE MEETING OF THE HEALTH AND WELLBEING BOARD HELD AT THE
COUNCIL OFFICES, STATION ROAD, WIGSTON ON WEDNESDAY, 4 JULY 2018
COMMENCING AT 1.30 PM**

PRESENT

Councillor Mrs H E Loydall (Chair)

COUNCILLORS

G A Boulter
Mrs S Z Haq

OFFICERS IN ATTENDANCE

J Humphries	(Sports Development Assistant)
Mrs A Lennox MBE	(Head of Leisure & Wellbeing Services)
Mrs S Lowe	(Physical Activity Coordinator)
Ms V Quintyne	(Community Engagement Officer)
K Radford	(Housing Support Worker)

OTHERS IN ATTENDANCE

D Bassett	(Alzheimer's Society)
Ms S Bresnihan	(Community Action Partnership)
G Burnside	(Age UK Oadby and Wigston)
L Dixon	(LCC Adult Learning)
J Flynn	(LCC Adult Learning)
M Flynn	(Local Areas Coordinator South Wigston)
Y Girach	(Oadby and Wigston Muslim Association)
L Green	(Mental Health Forum/Oadby Food Bank)
C Holden	(Age UK Oadby and Wigston)
P Joshi	(Helping Hands Community Trust)
S Kidy	(Oadby and Wigston Muslim Association)
J Knight	(WomenToday)
S Lowe	(OWBC)
D Preston	(First Contact Plus)
S Renton	(Local Areas Coordinator Wigston)
S Rose	(Locality Manager, East Leicestershire CCG)
M Thomas	(Wigston Police)
L Thornton	(Helping Hands Community Trust)

1. WELCOME

The replacement Chair for this meeting, Cllr Helen Loydall, welcomed attendees to the meeting.

2. APOLOGIES FOR ABSENCE

Cllr Jeffrey Kaufman
Cllr John Boyce
Cllr Kevin Loydall
Cllr Bhupendra Dave
Mike Cawley (South Leicester Neighbourhood Policing Area)
Pennie Fielden (Blaby O&W Mental Health Forum)
Revd. Leslie Gill (Helping Hands)

James Naylor (Everyone Active)
Debbie Preston (First Contact Plus)
Julia and Suzanne (J&S Day Services)
Dr Vivek Varakantam (GP Lead for O&W)

3. MINUTES OF THE PREVIOUS MEETING HELD ON 11 APRIL 2018

The minutes of the meeting of the HWBB held on 11 April 2018 to be taken as read, confirmed and signed by the Chair, Councillor Helen Loydall.

4. ACTIONS FROM THE LAST MINUTES

Two items from the last minutes have been actioned:

- No. 30 the Chair and health lead met to discuss the input of partners on the local priorities for 2018/19.
- No. 31 Directory of Services - printed versions are now available at local public facilities

5. HWBB LOCALLY IDENTIFIED PRIORITIES FOR 2018/19

AL confirmed that during the last meeting, which was the Board's April Health Summit meeting, a wide range of health professional, providers and community leads were in attendance. A presentation was given by the Leicestershire County Council Public Health specialists based on our local health statistics. This presentation was complimented by a Workshop, in with colleagues around the table provided feedback and rationale on their organisation's key priorities. This has helped to shape and influence the HWBB's priorities for 2018/19, which are confirmed as:

1. Ageing Well
2. Healthy Weight
3. Mental Health

It is noted that there are a lot of crossovers within these three health priority areas. Each quarterly Oadby and Wigston HWBB meeting will focus on one health topic area; today's meeting is dedicated to the Ageing Well agenda.

6. OADBY & WIGSTON PRIORITY 1 - AGEING WELL

The Chair introduced this item of the agenda, emphasising that the Council can act as the facilitator but the group of visiting attendees are the movers and shakers.

During this section of the meeting, the 25 attendees split into 3 working groups. Each group answering the following questions, facilitated by a lead Officer:

1. What does Ageing Well mean to you/ your organisation?
2. What can you/ your organisation do to improve the outcomes and ensure people are ageing well?
3. Would you be interested (as a group of likeminded people/ organisations) in working together to help address this agenda?
4. If so, what would this joined up working look like? (networking, working on specific projects together, forming an alliance)?
5. How will this new way of working be communicated?
6. What are the challenges?
7. What support do you need from the HWBB?

At the end of the 50 minute Workshop, feedback was provided by each of the three groups. The findings can be found in **Appendix 1, 2 and 3**.

The Chair, Councillor Helen Loydall, thanked attendees for their wealth of information and ideas on the Ageing Well agenda. It is important to note that this area of work covers all ages, not just the ageing population. There were a number of key themes identified from the feedback gained from each group including:

- a. A definite need to address the ageing well agenda
- b. Information needs to be collated by the Council (as the facilitator)
- c. This information needs to be disseminated by all partners

A summary of the information gathered from the working groups can be found below:

***Oadby and Wigston Health & Wellbeing – Ageing Well Health topic – Summary
What does Ageing Well mean to you/your organisation?***

- *It relates to a large age range so we need to target different ages with different approaches.*
- *Access to information.*
- *Making sure that a full life is being led, not merely existing.*
- *Preventative measures.*
- *Individualised and personalised services.*
- *Little things can make a big difference.*
- *Acknowledging that sometimes, people do not want help.*
- *The effect upon carers.*
- *Not being lonely.*

What can you/your organisation do to improve the outcomes and ensure people are ageing well?

- *Working with GPs and First Contact Plus to upskill staff to signpost.*
- *Provide an up to date directory of appropriate services.*
- *Emphasis on the need to go where people are, not simply putting programmes on.*
- *Handovers and walk-ins for people attending their first session.*
- *Adapted transport for those who cannot access standard transport.*
- *Social Prescribing outside of GPs remit.*
- *Hold regular forum meetings to help disseminate information.*
- *Use pre-existing programmes/events as a vehicle to promote services.*

Would you be interested (as a group of likeminded people/organisations) in working together to help address this agenda?

- *Yes*

If so, what would this joined up working look like? (Networking, working on specific projects together, forming an alliance)?

- *Yes, to an alliance (in the form of an action group).*
- *Linking up of pre-existing services.*
- *Putting on joint events.*
- *Utilising each other's services to promote key information.*
- *Group working based on a chosen theme, which can be developed and have funding*

applied for.

How will this new way of working be communicated?

- *A communication strategy should be put together.*
- *There should also be a central point for information.*
- *Mapping of services (similar to google maps).*
- *Marcomms services.*

What are the challenges?

- *Lack of funding*
- *It is a challenge to upskill everyone who could come into contact with vulnerable people.*
- *Access to information.*
- *Proving to the ageing populations that initiatives are not a scam.*

What support do you need from the HWBB?

- *Potential for funding.*
 - *Administration support.*
 - *Signposting/directories/connections.*
 - *Potential for a networking event.*
 - *Help with event promotion.*
-

Letterbox

AL confirmed that one key action is the promotion of local services to the residents of the borough. The Council's residents' newsletter 'Letterbox' is currently being collated. This free newsletter is delivered to circa 22,500 homes across Oadby, Wigston and South Wigston. AL intends to produce a list of services linked to the Ageing Well agenda for inclusion in Letterbox. All partners were therefore asked to contribute to the list of services by forwarding details of their organisation's service.

7. ANY OTHER BUSINESS

Time Banking

AL attending a recent county meeting where LCC provided a presentation about a new initiative called Time 4 Leicestershire (Timebanking).

Time 4 Leicestershire aims to work with individuals, communities and organisations to provide a conduit for skills exchange across Leicestershire. By "taking" and "giving" you are contributing to a community that can grow, flourish and learn from each other. When you join Time 4 Leicestershire, as an incentive to contribute, a person will receive 1 time credit so people can get started straight away.

The information sheet can be found in **Appendix 4.**

East Leicestershire and Rutland Clinical Commissioning Group (CCG)

SR shared with the group the current Urgent Care Consultation process which is taking place across East Leicestershire and Rutland CCG. This is about improving the services, locations and appointment system for the benefit of patients. There are listening booths

being set up and information is available on the website. Hard copies of the consultation document are also available; the deadline is 24 July 2018.

Ministry of Nordic Walks

Penny Fielden was unable to attend the meeting; however she passed on the following information. Her contact details will be published in Letterbox as part of the the list of local services which is currently being collated.

***Ministry of Nordic Walks** is committed to providing quality instruction and local weekly healthy and social walks around the Oadby and Wigston Borough at a price that ensures it is available to all. Group discounts are available to organisations and our Community Group is happy to offer free sessions and instruction where there is a need. We are happy to discuss projects with all groups and are very inclusive.*

8. FUTURE MEETINGS

The next two meeting will have a specific health focus, with the final meeting acting as the Board's Health Summit. All meeting to be held at the Council Offices, starting at 1:30 p.m.

- Wednesday 10 October 2018 – Healthy Weight
- Wednesday 23 January 2019 – Mental Health
- Wednesday 3 April 2019 – Annual Health Summit

THE MEETING CLOSED AT 3.30 PM



Chair

Wednesday, 10 October 2018

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Oadby and Wigston Health & Wellbeing – Health topic feedback sheet 4 July 2018 – Group 1

HWBB priority area: Ageing Well
<p>1. What does Ageing Well mean to you/ your organisation?</p> <ul style="list-style-type: none"> - Ageing well relates to a large age range so we need to target different ages with different approaches - Addressing conditions such as hearing loss and dementia earlier so they can be treated and delayed - Studies show the longer you learn – you live so adult learning want to ensure as many adults as possible access their services to help them age well - Ensure older people can access information easily and help them with the digital world if appropriate - Finding people who are hard to reach and in most need of services - Ensuring as you get older you are leading a fulfilled life and not just existing - Empowering people to look after their own health and manage their own care better - Build resilience - Helping people to transition from work to retirement - Rebranding Age UK to make it more appealing
<p>2. What can you/ your organisation do to improve the outcomes and ensure people are ageing well?</p> <ul style="list-style-type: none"> - CCG doing some work with GP practices and First Contact Plus to upskill all members of staff so they can signpost patients to services and make referrals if appropriate – Active Signposting - OWBC Police are leading on the safer streets programme which is similar to Braunstone Blues where they will target certain streets in the borough and go door to door dealing with issues immediately - First Contact Plus want to get more professional referrals from OW borough and want to upskill front line staff here - First Contact Plus also want to ensure their website is kept up to date with information of services - Age UK provide a wide range of services but they need to promote better - Sign language organisation can provide training to staff - We need to go where people are and not wait for them to come to us i.e. bookies and pubs
<p>3. Would you be interested (as a group of likeminded people/ organisations) in working together to help address this agenda?</p> <ul style="list-style-type: none"> - Yes
<p>4. If so, what would this joined up working look like? (networking, working on specific projects together, forming an alliance)?</p> <ul style="list-style-type: none"> - Yes to an alliance as long as it's an action group - Need to have clear objectives - Utilising existing services and link them up better - Put on a joint ageing well event
<p>5. How will this new way of working be communicated?</p> <ul style="list-style-type: none"> - HWBB to put together a communication strategy for all priorities and services - Need a central point for information - Utilise libraries - Events

6. What are the challenges?

- Resources
- Funding
- IT
- Massive challenge to upskill everyone who comes into contact with vulnerable people so they can make referrals

7. What support do you need from the HWBB?

- Admin Support

HWBB priority area: Ageing Well

1. What does Ageing Well mean to you/ your organisation?

- Preventative Measures
- Having a good quality of life, both mental and physical
- Individualised and personalised services
- Making sure that people have their independence
- It is often the little things that make the biggest difference
- Respecting people’s choices. Sometimes people simply do not want to engage with services
- The effect upon carers
- Police – Should the focus maybe be slightly younger, to work on habit forming?

2. What can you/ your organisation do to improve the outcomes and ensure people are ageing well?

- LCC Local Area Co-ordinator – offer local programmes in South Wigston. Handovers and walk-ins for people attending sessions for the first time.
- Community Action Partnership – Adapted vehicles for those who cannot access regular public transport. General chats with people whilst engaging in something else.
- Helping Hands – Social Prescribing as opposed to going to a GP. Helping to reduce unnecessary GP visits.
- Signposting
- Preventative Measures
- Picking up the pieces that aren’t built in to official structures
- Improving access

3. Would you be interested (as a group of likeminded people/ organisations) in working together to help address this agenda?

Yes

4. If so, what would this joined up working look like? (networking, working on specific projects together, forming an alliance)?

- Police – Dealing with immediate issues. First Contact Plus often takes too long and does not help the problem in that moment.
- LCC Local Area Co-ordinator – Organise events on people’s doorstep. No excuse to not

come.

- Target places of worship to engage BME groups.
- Place information on the Community Action Partnership Bus. Shorter than PHE directory.
- Police to support on confirming the validity of services and helping the ageing population to spot a scam.

5. How will this new way of working be communicated?

- Word of mouth appears the most effective way for programmes to gain traction.
- Filling gaps, not reinventing the wheel.
- Mapping services (google maps, east search)

6. What are the challenges?

- Funding (Cllr Boulter to help).
- Information directory.
- Proving to the ageing population that it is not a scam.
- Access to information.

7. What support do you need from the HWBB?

- Potential for money/funding.
- Signposting, directories, connections.
- Potential Networking Event.
- Contact list
- Help with publicising events and good news stories.

HWBB priority area: Ageing Well

1. What does Ageing Well mean to you/ your organisation?

Individual responses

- Not being alone – access to information- Being able to smile.
- Being able to physically do things independently.
- Able to contribute and have your views taken note of / being valued.
- Being a part of the community.
- Be an active member of the community.
- To be listened to/to be heard about what you want and need.
- To be able to share other people’s experiences.
- Not feeling invisible or being invisible.
- Keep yourself occupied – keep your mind sharp.
- Being happy and not feeling lonely. Being spiritually well and being lonely.
- Develop spiritually and being content.
- Being ok being alone.
- Being able to make choices for oneself.
- On the issue of faith, not developing prejudices.
- Be aware of what is happening in the Faith Communities
- Be financially independent. Recognise that not all pensions are sufficient and not everyone has a top up private pension. It’s about having spare money to afford things. Be able to access benefits if ones pension is insufficient to cover the cost of living and be able to break the fear of asking for financial help. Noting that here pride can get in the way of asking for financial help after years of working a wage and in retirement be struggling to make ends meets.
- Learning how or being shown how to be canny in accessing opportunities when you are worried as to how you can afford to access an opportunities on reduced retirement pensions. It is about being canny as to how to arrange access to opportunities whether financial or non-financial. Ageing well is about how to afford to be included.
- It is about knowing you have a support network...a security blanket and access to an activity, for example, keeping fit.

Organisation Responses

- Helping Hands – working on supporting people who require advice. They also provide money management advice.
- The community needs to be more tolerant with regards recognising the needs of residents, for example the accessibility of electric scooters on pavements partly blocked by cars.
- 12 Oadby businesses to be dementia friendly spaces. Other dementia champions are being recruited. Sessions will be delivered in languages other than English

2. What can you/ your organisation do to improve the outcomes and ensure people are ageing well?

- Introduce a Chatter and Natter table. This concept has been extended to Leicester University through a student request.
- Disseminate what is happening in the Borough.
- Knowing how people can access information through group connections. A suggestion was made to use libraries as places of connectivity.
- Information could be disseminated through libraries via: Oadby, Wigston and South Wigston Multicultural Group, Oadby and Wigston Mosque, Oadby & Wigston Hindu Association and the Oadby & Wigston Sikh Gudwara (Temple).
- Hold regular forum meetings and invite a faith group to be a guest presenter.
- Use festivals to be conduits for the sharing /passing on information.
- Use goody bags at festivals for sharing goodies and information, for example eating well 5 a day recipe cards and information on dementia care etc.
- Run healthy lifestyle sessions using food sampling as a draw, perhaps via the Local Area Co-ordinators or Master Gardeners.
- Facilitate comfort groups via shared experiences such as; Nordic Walking, jogging /running groups.
- Identify the people whose profile is low.eg: those going through fuel poverty, are on a low income, widowers, those living with low level mental ill-health or suffering from a disability.
- Try creating a group/network for people with a story to tell. An example is the project about, “who I Am “, created by Leicester Race Equality Centre.
- BBC Stories from a multicultural perspective of first generation migrants to the UK from former British colonies.
- Intergenerational projects such as SOIL, a project that created a link with older aged people and children.
- Liaise with a GP surgery to pilot social prescribe intervention so local people could be referred to an intervention to help with a low level need. The referral could be to a Local Area Coordinator Sue Renton suggested this way her role could be used for supporting local people. The CCG’s would be a good starting point for such a Programme. It was admitted that a GP would need to be confident the Group receiving the referral was acceptable.
- It was added that a previous social prescribing programme worked. Such a programme would need to be long term.
- Leicester Royal Infirmary volunteers have a directory to access information .The Infirmary has about 700 volunteers. The Directory can be updated to keep it current.
- Colleagues shared their knowledge about a BBC reported project hosted in Brazil, Japan and Cuba aired by the BBC about an education scheme. This scheme saw retired older people creating learning activities such as art painting workshops to accommodate older people. It was suggested such learning activities could be done here. Local businesses and residents` forum funds could be accessed. Another suggestion was to utilise Adult Learning Access services.

3. Would you be interested (as a group of likeminded people/ organisations) in working together to help address this agenda?
Yes
4. If so, what would this joined up working look like? (networking, working on specific projects together, forming an alliance)?
<ul style="list-style-type: none"> • It would be based on a chosen theme, with a specific reason for that theme and be clear on what the aim of the theme is. • It would be about supporting the work of GPs and bring volunteers together. • The project would have a defined shared purpose. The group noted a project which has come out of Barwell via Patient Participation scheme developed by volunteers. • Many organisations would work together to form a surgery within a surgery, launched as a pilot. • An application would be made for funding and a group like Oadby Stakeholders could be invited to host its development as the Oadby Stakeholders group has a diversity of membership.
5. How will this new way of working be communicated?
<ul style="list-style-type: none"> • Through marketing, via leaflets, posters, community groups and voluntary organisations, the Community Engagement Forum and the three residents' forums (Oadby, Wigston and South Wigston). It might be possible to access funding through these four forums.
6. What are the challenges?
<ul style="list-style-type: none"> • Finding funding.
7. What support do you need from the HWBB?
<ul style="list-style-type: none"> • Access to community contacts via a list. • Support for a pilot accessing the CCG via social prescribing. • An example of social prescribing projects through the Croft Medical Surgery was noted. Surgeries in Two Steeples, local GP practices and practices in South Wigston were also highlighted as areas for the potential launch of socially prescribed projects.

Minute Item 7

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Leicestershire County Council

Public Health Department

Briefing Note

Time 4 Leicestershire

Background of Timebanking

Time 4 Leicestershire (Timebanking) was a movement that was developed by Edgar Kahn, an American Lawyer, who designed a system capable of capturing and reviewing the “core economy”, the aspect of family and community that underpin everything else. The core economy is made up of all the resources embedded in peoples everyday lives-time, energy, wisdom, experience, knowledge and skills and in relationships between them, empathy, care, reciprocity, teaching and learning.

Introduction to Time 4 Leicestershire

Time 4 Leicestershire aims to work with individuals, communities and organisations to provide a conduit for skills exchange across Leicestershire. By “taking” and “giving” you are contributing to a community that can grow, flourish and learn from each other. When you join Time 4 Leicestershire, as an incentive to contribute a person will receive 1 time credit so people can get started straight away.

Time 4 Leicestershire operates on a good faith and trust basis which values all participants and the following rights and responsibilities apply

- On completion of any Timebank task the individual that completed it will receive a credit for every hour spent delivering the service. One hour = one credit, two hours = two credits etc, therefore everyone’s time is seen as being of equal value.
- The credits will be logged by the user on the website which they can spend receiving a task or donate to another user/organisation

Time 4 Leicestershire is facilitated by the Leicestershire County Council, Public Health Department which aims to protect and improve the health and quality of life of local people by

- Helping to make the best choices possible about their health and well-being
- To develop stronger communities, enabling individuals to be stronger for longer by having access to support which is local.
- Ensuring individuals are well informed and know the relevant access points for information, advice and guidance and for access to formalised services.

Time 4 Leicestershire uses a digital model for delivery, using a bespoke website that enables individuals to see local offers and make exchanges through the system. We recognise that for some this will not be possible due to limited knowledge or resources surrounding ICT so as a local support the Local Area Co-ordinators have been trained to broker level to support individuals who may require assistance or may not be confident in facilitating their own exchanges.

When accessing the website, people will be requested to “sign up” which will follow a simple two-step sign up process for registration and individuals will be asked if they are happy with the Terms and Conditions of this service and ensure this service is right for them. There is telephone support if people have any difficulties.

People will be able to “view offers and requests” in their local areas and once signed up will be able to “post offers/accept requests”

There is a guide that will enable a person to navigate the system should they be having any difficulties.

Frequently Asked Questions:

Risk Management- All members must accept the terms and Conditions upon sign up which have been approved to ensure safe, transparent exchanges and mitigate risk. This includes details of our Public Liability insurance for completion of approved tasks.

No regulated services such as social care, personal care or work with children are approved through the time bank and offers and requests are moderated to ensure appropriate exchange(s)

Safeguarding advice is provided in both the handbook and Terms and Conditions of the service

Two step sign up process to ensure those most vulnerable are directed to an appropriate service or support (Local Area Co-ordinators as an example)

Outcomes:

A recent survey from the Barnet Time Bank (2017) stated that

85% of people involved felt more valued as a member of their local community and they were able to help others

65% of people made friends with whom they now meet socially within the time bank community- thus reducing social isolation.

77% of people felt they were fitter and happier since joining the time bank as they have less opportunity to sit at home by themselves.

Next Steps:

- We have launched the new digital site and have been piloting its use over the past couple of months
- We will be piloting this for a short time within one Borough/District Council to ensure the system works outside of LCC
- We plan to have wider roll out very early Autumn
- We will be reporting on a quarterly basis on outcomes
- We would like to attend your next meeting to discuss this in greater detail