



Bristol Ageing Better

Partnership Meeting

Wednesday 17th September 2014, 10am – 12pm

Brunelcare, Saffron Gardens

Present: Judith Brown (Deputy Chair, BAB) Mark Baker (Age UK Bristol)
Ruth Richardson (Age UK Bristol) Poppy Brett (Lifecycle UK)
Janie Adams (North Bristol Advice Centre) Karen Black (BDP)
Julie-Anne Burrows (Citizens Online) Dale Cranshaw (Growing Support)
Jamie Dockerty (Knightstone Housing) Lerato Dunn (Bristol City Council)
Laura Goringe (Royal Voluntary Service) John Clifford (RVS)
Garvan Hickey (Sporting Memories) Neil Howe (Guide Dogs for the Blind)
Jan Jones (Bristol Community Transport) Tariq Khan (Dhek Bhal)
Liz Lloyd (Bristol University) Claire Miller (LinkAge)
Diana Morgan (Bristol Shopmobility) Vicky Morris (KW Health Park)
Vanda Papafilippou (Action Tutoring) Rachel Robinson (The Care Forum)
Geraldine Summers (Bristol City Council) Chris Wilkins (Sporting Memories)
Jennie Reed (Alive!) Rebecca May (CRUSE)
Paul Winney (CSE) Emily Barker (Talking Money)
Dan Bicknell (Talking Money) Naomi Westbury (Alzheimers Society)
Gail Rowlands (Red Cross) Mark Hubbard (Voscur)
Chris Gittins (Streets Alive) Ken Kennedy (CSV)
Ben Barker (Greater Bedminster Community Partnership)
Simon Hankins (Southville Community Development Association)

Apologies: Mina Malpass (RSVP), Malachy McReynolds (WE Care & Repair), Lindsay Hay (WE Care & Repair), Rosa Hui (Bristol & Avon Chinese Women's Group), Alison (Bristol Retirement Council), Sam Thomas (The Harbour), Kay Russell (Bristol City Council), Anne Anketell (Bristol Charities), Zehra Haq (Dhek Bhal), Randall Smith (Bristol University).

1) Welcome (Judith Brown)

Judith welcomed partners to the meeting. New programme board members Tariq Khan (Dhek Bhal), Claire Miller (LinkAge) and Cherry Hartley (Malcolm X Elders) were welcomed. Roy Hackett has withdrawn from the board. This is the first partnership meeting since Bristol was informed of its successful bid outcome. Congratulations to all of the partners involved.

2) Good news and feedback from BLF assessment (Mark Baker)

Mark Baker recognised that this is an anxious time for partners. The purpose of today's meeting is not to decide who will provide which BAB purposes but to outline the process by



which that will be decided. BAB has started to receive support from Hall Aitken (support contractors appointed by Big Lottery Fund). BLF are quite prescriptive about what needs to be submitted on 22nd December, and Age UK Bristol as lead partner are bound by these requirements.

Partners will also be asked this meeting to discuss ideas as to who best involve isolated older people in the design of BAB projects.

Simon Hankins thanked the BAB team and all those involved in the successful bid. Mark thanked partners for their commitment to and enthusiasm for the BAB programme.

BLF Feedback

All partners will be sent a copy of the lottery assessment of BAB's Vision & Strategy. Five areas of the bid were assessed and Bristol received 4 'good' ratings and one 'excellent' for the work to understand the need of isolated older people through research and the consultation exercise with 2000 older people in the city. Bristol was the first area named in the national press release from BLF.

The Community Chest Fund project will need to be reworded slightly as BLF do not want lead partners to make grants from the £5.9m awarded – they will need to be called payments. Mark Hubbard (Voscur) mentioned that Second Step – another Fulfilling Lives lead partner in Bristol – had a similar experience with BLF around grant making to partner organisations and suggested challenging BLF on this. Mark Baker reported that BAB has been working closely with Voscur around commissioning and have also spoken to Second Step.

3) Feedback from BAB Board Meeting (Mark Baker)

The programme board met on 12th September to discuss a similar agenda to today's meeting. Board membership has changed with Claire Miller, Tariq Khan and Cherry Hartley joining and David Cottam/Richard Jarratt (LinkAge), Roy Hackett (OPPB) and Heather Wright (Aardman) stepping down. Heather Wright continues to be involved with BAB communications work. BAB is looking to recruit another private sector partner to the board. Partners were asked to send any suggestions to Ruth or Mark.

The Age UK Bristol board has overall responsibility for delivering the BAB programme but has delegated this responsibility to the BAB programme board. On Friday the board broadly agreed the commissioning process outlined in the paper sent to all partners. The board recognise that the process is still very much a work in progress.

4) Key tasks and issues for the programme phase (Mark Baker)

BAB needs to submit a detailed project plan and partnership agreement to BLF on 22nd December. The tasks involved in this next phase include:

- Recruitment of permanent BAB staff
- Development of project plan, to include:



- A review of need (including particular focus on 'at risk' groups)
 - Partnership structure
 - Refining the outcomes (using logic model provided by Ecorys)
 - Detailed delivery plan for years 1 and 2
 - Operational structure of partners delivering BAB projects
 - Equalities Plan
 - Age UK Bristol's capacity to deliver
- Partnership Agreement to be signed up to by all delivery partners

We recognise that some very complex projects potentially involving multiple providers (e.g. Community Development, Peer Support) may take longer to develop detailed project plans and select suitable providers for than other, smaller projects. Ruth and Mark are in discussion with BLF and Hall Aitken regarding the level of detail required by December including whether delivery partners will need to be named in the project plan. Some projects may not need to be commissioned, for example Aardman are already named in the bid as the animation provider and the Community Chest fund will be administered by BAB.

Detailed mapping of resources, connections, projects, volunteers etc. across the partnership will need to take place. Hall Aitken can provide toolkits and software to do this.

5) Identifying organisations to provide BAB services (Ruth Richardson)

The Service commissioning paper was agreed by the BAB board and sent to all partners last Friday. It sets out how we propose the partnership will develop the delivery models for each of the interventions and how delivery partners will be appointed.

This process will:

- Involve not just potential provider partners but also supporters who might not need any payment but who have resources which will help the delivery partners, or advisor who will include partner agencies, older people and older people with lived experience of loneliness and isolation.
- All the work will involve the voluntary sector partners
- Aim to involve more isolated older people in creative ways including focus groups or "Tea and talk"

Attention was drawn to the importance of involving older people in all aspects of development, governance and operation. Partners were reminded of the commissioning principles put forward by the partnership at the last meeting.

The Service Commissioning paper was explained. Key issues included:



- Sustainability / legacy plan needs to be developed
- The process to develop service models and appoint providers will be complex and take time. The initial flow chart provides first thoughts on how this will unfold and this is being refined. A date for partners to meet by mid October will be proposed shortly.
- A “starter pack” I will go out to partners in the next two weeks setting out interventions starting in year one and two and information on these which will be the starting point for service model development.

Mark noted that making it accessible to and involving smaller organisations in this process is very important. One approach may be to select a lead partner organisation when a collaborative partnership is identified as the best project delivery method.

Feedback and questions on the commissioning approach outlined

Will only existing BAB partners be able to become providers?

No – the partnership is fluid and new organisations are joining at this stage. BAB asks partners to help identify other organisations within the partnership who may be well placed to deliver services and to involve them. Ruth has contacted Voscur to help promote the commissioning process through their networks.

How will a decision be made as to who should provide these projects?

It is hoped that the collaborative approach identified will come up with delivery models that don't require a choice between providers. We know that the collaborative process will need to be well facilitated in order to achieve the best delivery models and BAB will require the help of partners to achieve this. Provider/s will be judged on how well they can achieve the BLF outcomes, whether the project design is fit for purpose and the provider/s capacity to deliver the project.

Will organisations be able to provide/help to provide more than one project?

Yes – there will not be a limit on how partners can be involved in projects.

Will groups of organisations be able to make collaborative bids together?

Yes – and this is the approach we hope the commissioning process will achieve. Multiple partners will make BAB projects more sustainable in the long run and also draw on the expertise and resource that already exists within the partnership.

How will the learning from similar projects in other areas help the development of BAB projects?

The business plans developed during the Vision & Strategy phase draw closely on successful projects in other areas e.g. Community Navigators in Dorset. The service design team of



older people also visited Dorset and spoke with Manchester and this learning has already helped with developing the projects. Mark, Ruth and others will be meeting with other successful Ageing Better areas in early October and it is hoped that there will be strong links between Bristol and other successful areas over the life of the programme. There will also be a buddy system between areas of Bristol to share the learning. BLF term Ageing Better a 'test and learn' programme meaning that evaluation will be a key component throughout the programme.

Will the projects have a geographical focus across Bristol?

This will depend on the individual project but it is envisaged that some projects e.g. Community Development, Community Navigators will need to be focussed locally. Three areas were identified in the Vision & Strategy document as potential areas to start projects given the high level of need and assets available in the community: Ashley, Easton & Lawrence Hill; Greater Fishponds; Henbury & Southmead.

Mark Hubbard (Voscur) felt this was a great opportunity to model a different commissioning process. He registered some concerns with the tight time scale as a high quality, discursive approach will take time. Involvement of small organisations will also be difficult and it is important that a transparent selection process is crucial. All of this will be taken on board by the BAB team and is being worked on presently.

6) Involvement of Older People including focus groups with lived experience

The importance of involving older people was stressed. We need to change the way older people are perceived. Like all age groups they have skills and experience which need to be valued and shared. Some older people may have mobility issues but many of these people still have perfectly functioning brains which can contribute to our work.

Partners were reminded of the older people design team which develop work around community navigators and Age Friendly City. As we go forward we anticipate involving older people with lived experience of loneliness directly in service model development as well as through focus groups out in the community. We hoped all partners will engage with this work helping develop focus groups and encourage older people into the service design workshops.

Feedback and questions on involving older people

Over 90% of older people live independently in houses on multi general streets. These neighbourhoods need to be harnessed

Older people involvement in service design is so important to ensure good access to services and activities.



Tools to use when engaging with older people outside the service model development groups could help. For example- a questionnaire type tool which could be used when talking one to one with an older neighbour.

Market research companies have experience researching what sections of the community require or desire.

Incorporate existing research including information recorded in previous contributions from older people. Don't ask them the same thing again.

We need a comprehensive communication plan which includes involvement of older people as well as media communication.

Religious communities can help us engage older people.

Alive! has an advisory group in care homes and would be happy to work with BAB on involving them in focus groups.

Focus groups with older people will begin in mid-October.

Older people may not wish to attend meetings so partners will need to consider other ways of involving them. Door knocking was suggested.

There is a budget of £8k available from the lead in grant from BLF to involve older people in service design.

There are many organisations involved with older people care here. It may be that the focus groups identify issues that BAB has not set out to tackle. What is the referral mechanism for these? Rachel Robinson suggested using Health Watch as a mechanism to gather older people feedback on other issues and feed into the relevant body. This is one of the roles of Health Watch.

How will the views of people with dementia be included? We may need to look at research. Alzheimers Society has developed some tick cards that may help with this.

Will social sustainability of the projects be considered alongside financial? Yes – building capacity within communities is a core element of the BAB programme.

Assets of the partnership should be utilised to target isolated older people. People can also undertake consultation in a personal capacity.

Ruth recognised that some of the ways of involving older people suggested are time and resource heavy and may not be suitable for this piece of work in October and November, but could be utilised as the BAB programme developed.



Judith encouraged partners to bring older people along to partnership meetings to get involved.

7) BAB Community Researchers

Some of our 16 interventions are already underway, for example Community Researchers who will be involved in evaluating BAB.

One of their current focuses is to establish a base line around the use of volunteers, including increasing the number of volunteers supporting older people. The information we collect will not be used to demonstrate a particular partner's increase in volunteers, but rather increases collectively.

We are asking partners to respond to the community researchers when they come calling. They will want to talk to relevant partners around their present use of volunteers. This will be collected via a short and informal interview. Although researchers are prepared to visit partners, a telephone chat could be arranged as an alternative.