



LOTTERY FUNDED



Bristol Ageing Better

Partnership Meeting

Tuesday 3rd November 2015, 10:00-12:00

Saffron Gardens

Present

Adams, Janie (North Bristol Advice Centre)
Arnaiz, Carmen (The Care Forum)
Baker, Mark (Age UK Bristol)
Billington, Ursula (Superact)
Bowen-Huggett, Gail (ACFA: The Advice Network)
Bowers, Karen (Bristol Older People's Forum)
Brown, Clive (Action for Blind People)
Caverly, Trish (Dementia Wellbeing Service)
Connett, Jan (Bristol City Council)
Cook, Sue (Knowle West Health Park)
Davies, Nick (Neighbourly)
Dunn, Lerato (Bristol City Council)
Freeman, Wendy (Hanover Housing)
Ghali, Rami (Brigstowe Project)
Gourlay, David (Hall Aitken)
Gwynn, Sara (The Elder Tree)
Hankins, Simon (Southville Community Development Association)
Hindle, Rowena (Hanover Housing)
Howe, Neil (Guide Dogs for the Blind)
Humphreys, Andrew (Hanover Housing)
Jarvis, Thomas (Bristol City Council)
Jenkins, Diane (Carers Representative)

Jones, Jan (Bristol Community Transport)
Lalla, Raj (LinkAge)
Lysus, Dan (WE Care & Repair)
Malpass, Mina (RSVP)
Morgan, Diana (Bristol Shopmobility)
Oliver, Kate (The Care Forum)
Orlick, Christopher (BAB)
Pender, Lel (Bristol Drugs Project)
Phipps, Celia (Bristol City Council)
Powell, Laura (Royal Voluntary Service)
Przytock, Bob (Cruse Bereavement Care)
Rees, Adam (BAB)
Rice, David (Brunel Care)
Richardson, Ruth (BAB)
Roberts, Gill (Alive!)
Rossetti, Bianca (BAB)
Russell, Kay (Bristol City Council)
Smith, Jenny (Bristol City Council)
Smith, Randall (Bristol University)
Stetson, Jennifer (Bluebird Care)
Talboys, Kathryn (Bristol Drugs Project)
Thelwell, Lucinda (Knowle West Media Centre)
Wild, Sharan (Bristol City Council)
Younis, Deena (Better Care Bristol)

Apologies

Ausset, Angela (Bristol Older People's Forum)
Bennington, Rob (Public Health)
Bickerton, Ian (BAB)

Boston, Julie (Bristol Older People's Forum)
Cardiff, Piers (Macmillan)
Clark, Kay (Royal Horticultural Society)

Cranshaw, Dale (Growing Support)
Durant, John (Fallodon Way Medical Centre)
Edwards, Norman (Care Home Volunteers)
Ellin, Jeanne (Silverlinks)
Grant, Marcus (European Healthy Cities Network)
Ker-Bridges, Helen (Contact the Elderly)

Lewin, Dan (LinkAge)
MacDonald, Tracey (Knightstone Housing)
Milestone, Sue (Bristol City Council)
Ramus, Jacqui (St. Monica Trust)
Snook, Jan (RSVP)
Summers, Geraldine (Bristol City Council)
Wright, Heather (Aardman)

1) Welcome

Judith Brown introduced herself as chair for the meeting and asked all present to introduce themselves.

2) Update on Bristol Ageing Better

Adam Rees introduced himself to the room, it being his first partnership meeting since beginning his post as Programme Director. Adam spoke briefly about each of the four BAB themes (creating the conditions; identifying and informing; working with communities; supporting individuals) and the 16 projects contained within them. Adam confirmed that contracts are about to be signed for seven Group Work/Peer Support projects, which will support five of the target beneficiary groups identified by BAB.

Ruth Richardson spoke about some of the other projects that the BAB Programme Management Team are currently focusing on:

First Contact Checklist

This project has been moved from year three to year two of the project, due a request from the partnership and support from Bristol City Council relating to new requirements around Information and Advice relating to the Care Act. The checklist will comprise 10-15 questions that will be used to signpost people to benefit checks, fire safety checks, home alterations etc. A meeting of representatives from relevant organisations will be held in early December, and the next three to four months will be spent working on the checklist.

Community Chest Fund

This is soon to be renamed 'Community Kickstart Fund'. This project offers small amounts of funding (around £2k) to community groups or individuals with ideas for tackling isolation in Bristol. Unfortunately this project has been delayed from the original project plan due to the need to work closely with the Lottery to ensure the process meets their requirements. BAB will be able to purchase capital items or services directly to community groups with an idea for reducing loneliness and isolation amongst older people. BAB is now hoping to welcome applications in January, to be reviewed by the Steering Group of Older People in February 2016 and quarterly thereafter. Due to the large number of organisations which will be funded and the small amount of funding available, the Programme Management Team are looking to make the application and commissioning process as simple as possible. The Partnership Support Officer will begin in post early next year, who will play

a key role in supporting organisations to apply for the fund, supporting the shortlisting panel and administering the commissioning paperwork and procurement.

Age Friendly City

The oversubscribed Age Friendly City conference held in early October went incredibly well and both BAB and the council received good feedback from attendees. Following the conference, the final draft of the baselines report will be informed by learning from the conference, which will in turn inform the 3-5 year city-wide action plan to get Bristol to meet the requirements for age-friendly city status. The Programme Management team are also currently finalising the tender documents for the Age Friendly City Consultant, which will be open for applications in mid-November.

Community Researchers

The Community Researchers (CR) team are currently very busy working on an asset map of Greater Fishponds. This Neighbourhood Partnership had been identified as somewhere without as much intelligence around assets as others, and the information the CRs have been gathering will be invaluable to the partner chosen to carry out community development work in the area from 2016. The CRs are also looking to increase the capacity and diversity of the team, and are currently holding information sessions for older people, with the hope that ten or more people will attend some introductory training in January.

3) Partner Showcase

Alive!

Alive!'s Regional Manager Gill Roberts spoke about the Best Practice Guides the charity have developed for use by care home managers and staff.

In the six years since its formation, Alive! has gone from the pioneering work of one practitioner in Bristol to covering an area from Weston to West Sussex and working with older people in a wide range of care settings, delivering interactive activity settings in care homes and day centres and with adults with learning difficulties. Alive! are going from strength to strength and are very pleased to have been selected to carry out a BAB Group Work & Peer Support project alongside RSVP early next year.

Alive! have recently developed two Best Practice Guides; one for care home staff and one for managers. These short guides aim to support staff to increase wellbeing in their care setting, and provide ideas for applying a person-centred approach to their everyday tasks. Adopting a person-centred approach is simple, and makes the relationship between staff and residents/clients more fulfilling from both sides. Staff are encouraged to find out what somebody likes to be called, what their interests are and what significant life experiences have shaped who they are. Creating a 'big picture' of somebody encourages a more fulfilling experience of care than the 'done to' culture some care settings provide.

The guides also aim to support staff's wellbeing. It is widely known that care staff are some of the most overworked and underpaid workers in the UK. The guides support staff to make

their daily tasks more enjoyable, incorporating more personal and community connections, and to bring the benefits of nature into the domestic care setting. Other points raised include the pros and cons of having a staff member in the role of Activity Coordinator; strong leadership on activities is positive, but the Coordinators can themselves become isolated.

The guides are still at the tail end of the draft phase; they will be piloted soon and published towards the end of 2015.

ACFA: The Advice Network

Gail Bowen-Huggett, Advice Development Coordinator for ACFA, spoke about the partnership's structure and how they encourage collaborative working and the dissemination of accessible and accurate advice to Bristol residents.

ACFA is a network of voluntary sector and community organisations that provide advice, information and/or support. It currently comprises around 50 members, all of which provide free social welfare advice. ACFA are very pleased to be a BAB partner, and are hoping that BAB activities will become key referral mechanisms to ACFA. Their new website has now launched, and has made it even easier to search for advice providers, by area or by category. The website also contains helpful guidance on issues such as changes to immigration and benefit legislation.

ACFA hold monthly Partnership meetings, which are a great place to discuss issues and share best practice. They also have a Social Policy Subgroup, which identifies common problems and discusses them with the Council if needed. There's also a more informal Communications Group, which is made up of Communications Officers from different organisations who discuss issues such as negative and inaccurate press portrayals of groups including benefit claimants and older people.

ACFA run a column in the Bristol Post entitled 'Advice Squad', which is published monthly and written by staff from different partner organisations. They have also established strong links with ITV News West and BBC Points West – the latter have carried out investigative work which has helped inform the social policy group. Gail is a volunteer presenter on The Babbers Show on Ujima FM, and has planned and presented two 'advice specials' so far, which are a great way of providing advice and signposting to the most isolated people in the city.

At the moment, ACFA are working on their annual report, which incorporates reports from key partners. ACFA are pleased to be able to report the significant amount of money they have brought into the city through mechanisms such as supporting people to receive benefits they hadn't realised they were entitled to.

Bristol Drugs Project (BDP)

Community Services Manager Kathryn Talboys spoke about the work that Bristol Drugs Project do with people over 50, and what they have learned about this cohort.

Bristol Drugs Project work closely with their partners in ROADS (Recovery Oriented Drugs and Alcohol Service) to deliver a joined-up service that supports people before, during and

after treatment for addiction. As well as being the first point of contact for ROADS, BDP has a key role in helping people who complete treatment to fill the gap which a drug or alcohol problem leaves in their life – getting into training and education, becoming a volunteer and getting into work. Between 2014 and 2015 they supported over 3,122 individuals. Kathryn’s team works with older people, young people and families. As well as celebrating its 30th year, BDP are currently working with the first generation of people over 50 with severe class A drug problems, and the second wave of visible heroin and crack cocaine use. Their service users have developed addictions for several different reasons; some are long-term drug users and some have developed problems – particularly with alcohol – later on in life.

Working with older people presents unique challenges. Older people are under-represented in treatment - BDP conducted research which identified the following key reasons for older people disengaging with services and avoiding seeking help:

- Shame and embarrassment
- Fear of losing something that’s a huge part of their life, and of the detoxification process
- Thinking of treatment as something for ‘young people’, and therefore chaotic and overwhelming
- Negative experiences with health professionals
- Acceptance of their situation, and a lack of energy to change

It’s therefore important that BDP offer a safe, non-judgemental space that is tailored to the specific needs of older people. The need for this support is increasing; the number of older drug and alcohol users in Scotland admitted to hospital has recently greatly increased, and over a third of people suffering drug related deaths in the UK are over 40. BDP’s regular social space incorporates focused key work, gentle and enjoyable activities and referrals. They are currently evaluating the period from April 2015—March 2015, which included 133 formal referrals, 130 people signing up to text support, 122 people attending support groups more than two times and 25 people completing their key work programme and a further 11 engaged. Half of their service users over 50 are deemed to be ‘continually improving’, and two-thirds said they felt it was important to keep in touch with BDP after their treatment was complete.

4) Workshops

Attendees were split into four groups, each of which discussed five questions under two headings. Combined notes are below.

1. Ensuring BAB funding is open to all

We are committed to ensuring that groups of any size feel able to apply for the available resource through BAB.

What is currently available to you to support this?

- BAB partnership meetings
- Bianca's emails
- Radio
- Social Media
- Partnership forum

What more do you think should be done to support this?

- Have lead bidders who subcontract delivery
- Small capacity-building funding to put a bid together (start something off that might lead into a bid in the future)
- Bigger organisations to shoulder risk
- Mandatory subcontractors
- Openness to a variety of relationships/structures
- Early warning and clear communication about grant/tender criteria
- Allocate a proportion of funds to SMEs
- Recognise barriers to entry of BME communities
- Focus assessment criteria on local knowledge and connections
- Staged process to organisations can re-bid if unsuccessful
- Feedback that aids rebidding/future bids
- Open periods for meeting the funders to understand what they want/are looking for
- A chance for a subcontractor to let others know what they can offer
- Supportive of USPs in small local organisations
- 'Problem page' on the BAB website
- Regular features in Bristol Post, Made in Bristol TV and BCFM
- Information about other funding streams made available
- BAB to send out quarterly agenda/plan for upcoming projects, and add this to website
- A matchmaking service
- Good communication streams (digital and non-digital to reach all groups)
- Application support
- Profiles for who to contact on website
- Share/cascade partner info/services, e.g. closer links to emergency services
- Sharing information from researchers
- Summary outputs that describe the main strands
- Make clear where each partner fits with BAB's aims
- Collate research from partners (such as needs analysis) and add to new BAB website
- Use umbrella organisations for information and guidance and as ambassadors
- BAB to reach beyond their captive audience

- BAB to communicate that there's no restriction on the size of organisations that can apply for funding
- Use [Quartet](#) to advise on small grants?
- Engage with private sector companies who want to support organisations who want to bid
- Publish the commissioning timetable on the website
- Updates from Local Authority/public health with a focus on the link to BAB projects
- 'Jigsaw' projects within the BAB programme
- A visual illustration of how BAB projects fit together
- Supper for user-led, community and BME groups to be involved
- Less detail/red tape for funding opportunities
- Support/chasing of evaluation and monitoring for smaller groups
- Promotion of other opportunities to support BAB delivery, such as other BLF funding

2. Continuing to encourage collaborative working

How can we continue to foster collaborations between partners bidding for BAB funding?

What more can be done to encourage these alliances between partner organisations?

- 'speed dating'-style networking events
- 'Tendering champions' to talk smaller organisations through the process
- Look at the [Creative Europe](#) website, which matches organisations with similar aims
- More face-to-face 'find a partner' groups, but less time intensive (like the speed dating suggestion above)
- Ensure opportunities for collaboration are open to organisations which are not currently BAB partners
- Use [Upshot](#) to share opportunities and ideas
- BAB could openly favour partnership groups for larger funds
- Asset mapping
- Communication about who's been awarded what already
- Use BAB meetings to highlight which funding streams are available
- Could BAB run a transport project?
- Pool volunteer resources

Date of next meeting: Wednesday 3rd February 2:00-4:00

Venue: Room 11.1 (The Old Council Chamber), Bristol University Wills Memorial Building, Queens Rd, Bristol BS8 1QE