

Key points from 19th October HWG meeting

Attendees; John Walsh, Katy Gillingham, John Page, Irene Kohler, Andrew Day, Pippa Webster, Diana Zugravu, Karen Linaker

1. Discussion : Personal Independence Plan / Care Assessments

- (a) This agenda topic had originated from a journal write up on the Healthwatch Wiltshire review of Wiltshire Council's new Adult Social Care Charging Policy. However, the matter was also linked to concerns raised locally about changes to a whole range of benefits, including Universal Credit, and Personal Independence Plans
- (b) The group agreed that on this occasion it should comment as partners of key support agencies in the community area on their experience of how service users are adapting to or finding the changes difficult – these comments included:
- People living alzheimer's are definitely being impacted upon
 - Staff at Salisbury District Council on lower wages are struggling to manage financially as a consequence of changes and some are having to take second or even third jobs to make ends meet
 - It was good to see that the libraries were helping people to apply for Universal Credit online, providing access to computers and one to one support and assistance with the application process
 - The group were interested to find out the experience of the various advocacy services in the city
 - Citizen's Advice were a key partner to comment on this topic, and they had reported that since April 2017 they had supported 8,344 clients across the county, of whom 2,512 had queries about benefit and tax credits, not including Universal Credit, of which 1,096 were about PIP
- (c) The group felt that this topic was of such considerable contention, that a future meeting should be shaped to facilitate the voice of local people on the challenges and impact of the various changes.

ACTION: Karen to work with partners in shaping a "Question Time" event in January on this matter.

2. **Update from ‘access to info / info sharing sub group’** – consideration of this update was postponed to a later date (see attached)

3. **Budget 2017/8 update** – the group noted the following update

| <u>Projects approved so far</u> | £ |
|---------------------------------|--------------|
| Celebrating Age | 1,500 |
| Dementia Action Alliance Launch | 350 |
| Mens Shed Project | 500 |
| Gynae Cancer Support Group | 300 |
| | |
| Total allocated so far | 2,650 |
| | |
| Total remaining | 4,050 |

4. **The group considered and made recommendations for funding on the following grant applications**

- i. Stay With Me Volunteer Service – a contribution from the HWG budget and the Community Area Grants budget (subject to further clarification on a number of points from the applicant)
- ii. Safer Salisbury Showcase Event - £500, unless the applicant is able to source the refreshments and speaker for less than currently applied

5. **Older Peoples Event** Irene outlined the work that she has been progressing on this event with officers from Wiltshire Council and other agencies. The plan is to run this as part of the annual Older People’s Event organised by the Resident Engagement Team at Wiltshire Council, to include elements focusing on housing options for older people and elder abuse, whether that be scams or any other type of abuse. A bid is expected to be put to the December 2017 meeting of the HWG.

6. **Next Meeting Date:** 12th December, 6pm

Update from the Information Sharing Sub Group

Members: John Walsh, Irene Kohler, Suzanne Wigmore, Susan Gooding, Katy Gillingham, Chris Cochrane, Jonathan Plows, Karen Linaker

Drawing on the attached summary from the 20th June 2017 HWG meeting, the group has agreed that the following merit further discussion and development:

- (1) The Dementia information guide is a good model produced independently of the HWG, and we are interested to see how it is received, used and developed in the future. A request was made for the guide to include a feedback sheet to help with its ongoing responsiveness to user need (**Action: Susan and Anne to be asked to consider this**)
- (2) Whilst recognising Wiltshire Council and other organisation's policy preference to offer information, support and guidance on services and community support through mainly online methods, the group felt that there were examples where paper based support was necessary
- (3) **Action: Community Engagement Managers have been asked to produce a spreadsheet which lists all local community groups, associations, and other activities following the model developed by the Royal Wootton Bassett Older Person's Champion (see attached). This is an example of where this data will be made available online, but can also be reproduced as a paper copy to those requiring it**
- (4) Salisbury Medical Practice is a great example of a practice where paper material is on offer promoting services, cafes, activities, agencies etc on a whole range of issues. This material requires daily review and rotation to ensure it is providing what users require and matches their needs. The practice has been fortunate to have secured funding for a Social Navigator post (Katy), whose role it is to ensure this material, alongside the practice's cafes, are well promoted and managed. This type of role is recognised as crucial to patients needing to start the difficult path of establishing where they go and what they do, on being diagnosed with a particular medical condition, and crucial to those continuing to manage existing conditions to ensure they can live as well as possible. This role also is crucial in connecting with those who are suffering from loneliness and isolation to help them connect with something e.g. a group or hobby, to halt the decline of their health and wellbeing.

Action: The group felt that the Social Navigator role was one that merited further examination, with a view to seeing how this role might be facilitated in other GP surgeries in Salisbury. Karen will discuss this with Sharon Burgess, Manager of Salisbury Medical Practice to see how this can be taken forward.
- (5) **Action: A list is needed of all places / portals where it is felt that paper based material (such as the one referred to in 3 above) could be placed and hopefully continue to be renewed and made to be of use to older people and vulnerable adults, e.g. care homes, warden assisted residences, GPs, churches etc**

- (6) **Action:** increase the number of digital champions in Salisbury, to help those who are willing to access information online but are unsure how to. As an example - Karen to make contact with U3A contacts, youth group contacts, and others who are known to be social media/IT savvy to see if they would be prepared to help as digital champions or as volunteers to assist with targeted approaches, i.e. where we would encourage a church, shop or other premise to run sessions for people to come and access digital support and training
- (7) **Action:** work with BID to see if there is a business in the city willing to trial the first [Techy Tea Party](#)
- (8) **Action:** develop a role description for an Information Champion – responsible for work similar to that of a Social Navigator for GPs, i.e. to be the one to ensure printed material is continually reviewed/refreshed in those places and portals to be listed in action 5 above. This role to especially have regard to the equalities agenda, i.e. to prioritise the needs of those from the city's harder to reach groups or those with additional needs
- (9) **Action:** ask for an update regarding Your Care, Your Support to ensure all work listed above is carried out in sync with plans to redevelop this site