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## **BOPF & VIP Open Forum Meeting**

**Thursday 7 February 2019, Broadmead Baptist Church, 1<sup>st</sup> flr, 10:30 – 12.30**

Union Street (next to *Tesco Express*), Bristol, BS1 3HY

### **MINUTES**

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**Present** **Trustees:** Chair Judith Brown (JB), Ian Bickerton (IB), Gloria Morris (GM), Jenny Smith (JS), Gillian Seward (GS), Tony Wilson (TW) **Staff:** Reception: Ian Quaife, Engagement Worker (IQ) Minutes: Yolanda Pot, Finance & Admin Manager (YP)  
**Members present: 33; non-members: 9; Total: 42**

**Apolog.** David Elson (DE), Christina Stokes

1. 1. **Sign in & Tell us WHAT MATTERS TO YOU! Select three topics:**
  1. **Getting Online** and learning how to use the internet (1)
  2. **Air Quality** (9) 3. **Transport** (congestion, problems with buses)(14)
  4. **Housing for older people** (4) 5. **Independent Living** (help to stay at home) (4)
  6. **Mental Health** (5) 7. **Physical Health** (5)
  8. **Adult Social Care** (Residential Care/Nursing Home Care) (4)
  9. **Participation** (work/volunteering/leisure activities, engaging with the community) (4)
  10. **New Technology** (assistive technology, driverless cars, iPads, etc) (4)

The number of **red dots** are in brackets above: **Transport** and **Air quality** have the most votes. **Physical** and **Mental health** have 5 dots and many have 4 dots.

2. **BOPF Chair Judith Brown:** welcome, housekeeping and apologies  
JB Reminded people of our **Code of Conduct:** turn off mobiles, respect the meeting, please be polite and respectful to speakers, do not shout or swear. Be friendly and support each other, We are all different. This is a non-political forum.
3. **Bristol City Council CONSULTATION - Central Library Opening Hours**  
(open 2 Jan - 15 Feb 2019), JB brought in 50 **Propose Changes to Opening Hours** Survey forms. 42 forms were filled out and returned to the library.
4. **Avon Fire & Rescue – Service Plan CONSULTATION** (7 Jan to 1 Mar 2019),  
Alex Kohnert, Inclusion & Diversity Manager  
You can download the Service Plan from this web page:  
<https://www.avonfire.gov.uk/documents/category/216-service-plan>  
Alex explained that the new Service Plan will build upon the work undertaken as part of our Corporate Plan 2018-19 by combining the Corporate Plan and IRMP (Integrated Risk Management Planning) in to one, integrated, Service Plan that will set the strategic direction for the Service for the next three years. The Plan will be reviewed annually, setting out what we will do to ensure we continue to deliver a high-quality, best value fire and rescue service through our two strategic priorities of: • Making our community safer • Making our Service stronger. The two key areas we are thinking of changing are the **response standards, attendance to automatic fire alarm.**

**Q** The number of false alarms of over 50% are very high. What measures are you doing to address that and are you prosecuting people. **A** These false alarms are not malicious. They are set off by accident. In order to try to mitigate the number of false alarms we work closely

with businesses and hospitals and support them to make sure they are doing the right things.

**Q** Alarms in sheltered accommodation are constantly going off. **A** We are not changing any of our standards there, as we need to support them people in sheltered accommodation.

**Q** How often do you go out to crowded roads that you cannot get your vehicles down. **A** We try to make the public aware of this as much as we can. When cars are not parked sensibly we have to move them or take alternative routes. We work closely with the council regarding residential parking schemes. We are looking at whether we have the right vehicles?

**Q** The Fire, Police and Ambulance services need to talk to each other better. They need to communicate with each other in real time. **A** This is very topical and an area we are trying to improve on as we now have a legal duty to collaborate with the police and ambulance. We have a specialist centre for any mayor incidences.

**Q** Do all the fire vehicles come from the same place? **A** we have 19 fire stations all over the area.

#### **BREAK**

#### **5. Roy Hackett – *Why I'm still fighting racism at 90* BBC VIDEO**

There was a round of applause after the video. Judith then asked Roy to stand up and show himself. He then spontaneously started talking about his life; about his fight against racism and how he had worked all his life until 1993. Roy is currently 90 years of age.

After Roy spoke, JB said that considering the situation in Bristol where the Mayor had received threats, the battle against stupidity, ignorance and prejudice was still not won.

#### **6. Friends Ageing Better (FAB) (Age UK and BOPF Project)**

**Clare Mitchell**, Age UK Bristol, FAB Community Development Officer

**FFI** email: [fab@ageukbristol.org.uk](mailto:fab@ageukbristol.org.uk) or call Clair Mitchell or Silvia Cruz Tel: **0117 9297537**, [www.ageukbristol.org.uk](http://www.ageukbristol.org.uk).

Clare dropped off **FAB membership leaflets** and a five question **survey** about *Conditions which Influence Social Isolation and Loneliness – How does your Neighbourhood Score?*

Friends Ageing Better is a community where older people can share what is happening in the city while building relationships with like-minded people who live locally and benefit from discounts from local businesses. FAB member is free for anyone over 50 and receive FAB membership cards

#### **7. Cllr Helen Holland - *Better Lives, the Council's approach to Adult Social Care* Cabinet member of Adult Social Care.**

<https://www.bristol.gov.uk/tenders-contracts/for-social-care-providers/key-information-for-social-care-providers>

##### **The national crisis in social care**

- An ageing population with increasingly complex needs
- Austerity – massive underfunding by Govt, and delays in promised Green Paper and reforms
- Many local authorities in chronic financial situation
- Some major providers failing – Allied, Four Seasons (though none in Bristol)
- Pressure on acute hospitals “delayed transfers of care”, media focus on that being a social care issue
- Workforce: vacancy rates, attracting young people, impact of Brexit

##### **Vision for Adult Social Care in Bristol**

People can get the right help at the right time to promote independence and to prevent, reduce or delay the need for long term support

##### **Thinking Behind Better Lives**

- Recognition of the budget pressures on care management
- Mainly because we are supporting the right numbers of people but in inappropriate settings at too high cost
- Lack of home-care in some areas, high turn-over of staff, recruitment and retention issues raised by home-care providers
- Hence focus on managing demand and price and building a 'strengths based approach'
- Refocus on building "Tier 1" and "Tier 2" options to provide care when needed but not as a long term solution
- Reduce numbers in "Tier 3" services (residential and nursing care)
- Solution across adults and older people services
- Number of cross-cutting workstream supporting the work

### **The 3 Tier Model for Care and Support**

#### **Help to Help Yourself (Tier 1)**

Accessible, friendly, quick, information, advice, advocacy, universal services to the whole community, prevention

#### **Help when you need it (Tier 2)**

Immediate help, could be short term, avoiding admission or longer term, transition from child to adult services or disabled adult leaving parental home. Minimal delays, no presumption about long-term support, goal focussed

#### **Help to Live Your Life (Tier 3)**

Self directed, personal budget based, choice and control, highly individualised

#### **Better Lives Delivery to Date**

- **Bristol Price** introduced for Older People's nursing and residential placements (June 2018)
- **Home Care** rate increase approved (July 2018) with a subsequent increase expected in April 2019.
- **£1.2m Innovation fund** agreed for Home Care.
- We have deployed **400 smart phones** to ASC staff.
- In partnership with Housing colleagues, we will deliver two **Extra Care Housing** sites by the end of 2018, each with 60 units with BCC nomination rights (Haberfield House and Coldharbour Lane).
- Improving our **Information, Advice and Guidance** offer: Bristol's [Well Aware](https://www.wellaware.org.uk/) website <https://www.wellaware.org.uk/> has been [highlighted by MP Karin Smyth](#) in the House of Commons and is referenced as good practice in the Government's new [loneliness strategy](#);
- **New City-wide Reviewing Team** established to promote best practice around reviews based on a strengths based approach and increase the number of planned reviews. Trajectories indicate since this team came in to existence the total number of reviews and planned reviews has increased.

#### **Underpinning Programmes**

- Assistive Technology
- Front Door demand management
- Mobile Technology
- Better Lives at Home (including Extra Care Housing increase)
- Community Offer/ Tier 1 and Tier 2 investment
- Home care supply and investment
- Home First/ investment in Reablement/ Integrated Care Bureau
- Market relationship management (Market Position statement)
- Reviews work
- Proud to Care [www.proudtocarebristol.org.uk](http://www.proudtocarebristol.org.uk) workforce development

- Ongoing partnership development (including links to Healthier Together)
- Individual Service Funds

**Q** Some community centres have closed down and there is a reduction in community health personnel. **A** We are working with community centres making sure that we are aware which organisations are working from there. The **Well Aware** website (<https://www.wellaware.org.uk/>) has live data with relevant information to support communities. We need to think of other resources in communities than community centres like using libraries as community hubs. Community health nurses. Provided by BCH by CCG consultation about how they recommission those services.

**Q** In some areas Community health nurses often only have 15 minutes to spend with a patient in their home. Do Community health nurses have a minimum amount of time? **A.** We don't do 15 min as a general rule unless the patient, for example, only needs help with taking their medication.

**Q** Some local authorities aren't paying travel time. **A** We are now paying for travel time and the living wage.

**Q** Parking is a problem for Community health nurses. Could you give them a parking permit? **A** We are trying to sort it out. Considering allowing nurses to park in resident parking zone areas. Thought this could become a contentious issue as other groups could then also demand permits.

## 8. BOPF Minutes of the previous meeting

8.1. Apologies

8.2. Minutes of the last meeting

The minutes of the meeting held on 15 Nov 18 were approved as a true and correct record.

8.3. Matters arising from the minutes. There were no matters arising from the previous minutes.

## 9. Chair's Report - Judith Brown

JB announced that she will be resigning as Chair at the age of 80 at the AGM on 25 July 2019. The following information was available.

- **Bristol Libraries New Ideas Created Together** – Toolkit information for community organisations
- **NPC Campaign to Save the FREE Over 75s TV Licence**, briefing paper Jan 2019
- **Healthwatch Bristol GP Survey**
- **Community Navigators Bulletin, Dec 2018 to Jan 2019**

## 10. OTHER REPORT

**Ian Q** is organising an East Park Elders walkabouts with residents, council officers and local councillors to identify the issues that need resolving in the area. Ian invited people to contact him if they had similar issues or any queries they wanted to talk about. Tel: 0117 927 9222, email: [bopf@ageukbristol.org.uk](mailto:bopf@ageukbristol.org.uk)

## 11. Open Forum - anyone can raise issues of concern

Helen from Contact the Elderly organise Sunday afternoon teas.

John from Home Instead run Senior film clubs in Henlease and Downend.

Close Open Forum meeting at 12:30 hrs

**Next BOPF & VIP Open Forum Meeting:** 4 April 2019, 10:30 - 12:30, Broadmead Baptist Church. Union Street (next to *Tesco Express*), Bristol, BS1 3HY. **BCC Consultations and Speakers: TBA**  
Speaker: Signed (Chair):

Date: