

Notes of the One Northern Devon Communities Meeting

Held in

PRESENT:

Mark De Berhardt-Lane (MBL)
Roger Byrom (RB)
Carol McCormack-Hole (CMc)
Steve Seatherton (SS)
Jennifer Martineau (JM)

Sue Banks

Andrew Smith

Wendy Butler

Ali Boyd (ABo)

Andrea Beacham (AB)

Hannah McDonald (HMCD)

Paul Huxtable (PH)

APOLOGIES:

Natasha Koener (NK)

Sharon Bates (SB)

Lorraine Loveden (LL)

John Womersley (JW)

Janet Williams (JWi)

Sandra Crawley (SC)

Simon Jones (SJ)

Paul Jones (PJ)

James Thornton (JT)

Karen Evans (KA)

Paul Collinge (PC)

Matt Wills (MW)

Sam Shortridge (SS)

Sarah Williams (SW)

Rachel Raper (RR)

Sandra Guard (SG)

Tony Inch (TI)

Rebecca Harty (RH)

Commissioning Development with the CCG – dialled in for Min No: 48/19

Livewell, Braunton

One Barnstaple

Programme Manager One Ilfracombe

GP / Torrington 100

Holsworthy

Holsworthy

Director of NDVS

Communities, Public Health, Devon County Council

Partnerships Lead, NDHT

One Ilfracombe

Torrige Voluntary Services

Head of Service for Devon Cares

Barnstaple Alliance / One Barnstaple

Livewell, Braunton

Chair

OND Partnership Manager

Chair, Torrington Care Forum

Barnstaple GP, One Barnstaple

One Barnstaple / Project Co-ordinator

GP, LMC

CEO, NDVS

DCC Commissioner

Practice Manager, Combe Coastal Practice

Practice Manager Torrige Health

Ilfracombe G, CCG Social Prescribing Lead

One Bideford

PSG, Torrington

One Bideford / Torrige District Council

NHS Devon CCG, Head of Integrated Care Model- Northern and Eastern

Locality

IN ATTENDANCE:

Kate Winter

PA to Chief Executive and Director of Finance and Performance, NDHT

46/19 Apologies

The apologies were noted

47/19 Notes of the Meeting held on 12th June 2019

The notes of the meeting held on 12th June 2019 were agreed.

48/19 Matters Arising

The action grid was reviewed and updated.

GP Programme

MBL dialled in for this part of the meeting and reported on funding for community development including an allocation of £80k for OND to work with PCNs to develop a PCN community level plan. BHL agreed to circulate further information.

MBL

MBL reported on funding of £35k for OND to allocate for strategic work.

Measurements

MBL encouraged engagement with the STP Measurement Workstream for social prescribing.

Social prescribing pilots

A bid for community development for the remainder of Torridge has been submitted which will be considered by the panel on Friday.

AB referred to the evaluation of social prescribing including inputs and personal outcome measures and asked whether the STP are providing support. MBL suggested that if the STP are looking at the impact of social prescribing across the system then it is worth linking in with them although they will not be able to prescribe what the communities should be measuring. HMCD agreed to speak with Julian Elston.

HMCD

AB sought clarity on funding available. MBL reported on two separate funds – information for these will be passed to the ICM leads and MBL has suggested that they link in with a

representative on OND. It was noted that applications need to be completed with the Voluntary Sector representatives and James Wright

The action grid was reviewed and updated.

49/19 Social Prescribing Opportunities

HMCD reported on changes in social prescribing and advised that the IBCF fund is held within DCC for prevention work or work that supports prevention work. At the end of last year One Ilfracombe received funding to expand social prescribing and moved the Community Co-ordinator into the GP practice and employed a Community Development Officer. In addition, Torrington 100 were successful in a bid for funding which was used to appoint two Community Development Officers. A similar bid has been put in for Barnstaple to recruit a Project Co-ordinator and a Wellbeing Co-ordinator to pilot the flow approach.

In addition to the above funding, the PCNs were given funding to employ four Primary Care Link workers across Northern Devon.

A further bid has been made for funding to appoint a Community Development Officer for Torridge.

AB outlined the model in Barnstaple which does not have a developer role, instead there is engagement with the social prescribing team and anyone else already doing a similar placed based role.

PH suggested that roles need to be reviewed as PCN workers and Community Development workers are both working on mapping resulting in duplication of work. It was noted that the PCN roles are substantive whereas the community developer roles are fixed term.

It was noted that Holsworthy had appointed two social prescribers.

WB sought assurance on mapping and advised that the Community Development Officers have defined roles and work closely with the voluntary services. WB advised that some responses may not be health and wellbeing related but may be more nuanced. AB explained that the Community Development Officers in Torridge and Barnstaple have been employed by the voluntary sector and WB felt that this was a constructive way of sharing information.

AB referred to a bid for winter pressure funding to employ someone to work with frequent users based on the flow model. If the bid is successful the voluntary services will be asked to employ

the role.

SB referred to a survey that had been undertaken to assess whether the public understand social prescribing.

It was noted that different communities were using different names for roles such as community connectors.

50/19 Social Prescribing Evaluation

HMcD reported on the standardised monitoring process required across all IBCF pilots. The previous meeting had discussed the reporting format which everyone had agreed, including three impacts as follows:

- Communities to submit an activity report e.g number of connections with other organisations, number of people they have seen etc
- Measuring the impact on individuals such as case studies or using the wellbeing scales.
- Impact on the system – agreed that it is not possible to confirm this within a year.

PH considered that case studies were useful when it comes to future funding. ABo referred to a frequent attenders meeting which reviews weekly case studies (housing, police, community workers and others). ABo suggested that GPs could proactively point frequent flyers to the community connectors but JM asked whether there was an issue in terms of data sharing.

AB suggested that in terms of system impact, there needs to be an assessment of what has happened differently or ask to what extent has the system helped the voluntary system deliver the solutions to the individuals. WB referred to packs being sent out to individuals on universal credit which refers to support that is no longer available.

SB sought clarity on support for community connectors and AB explained that there is a section on each of the community meetings for the community connectors to raise issues that need to be addressed. It was noted that the withdrawal of the CAB service from Hoslworthy had also had a devastating impact.

AB suggested using the two first measures and for third measure to use two system impacts – what is the route you are using and what is the impact on the prescribed services and what they need from the system.

AB agreed to circulate the reporting template. As part of the report, PH suggested detailing what **AB**

other support agencies individuals are engaged with.

51/19 Community Partnership Updates

Each community provided an update as follows:

One Ilfracombe

- The Community Development Officer funded from IBCF funding has been working to identify premises to set up a Men's Shed. A shop basement has been identified and funding is being sought to make it health and safety compliant. The Lions Club have also confirmed that they want to engage in this work.
- Work continues to develop the on-line directory which will feature groups and services for improving health and wellbeing.
- The Community Connector is now based in the GP surgery Monday to Friday. GPs are forwarding referrals to her which has resulted in a significant increase to her caseload. The referrals being received are complex and time consuming and this will need to be monitored. AS asked whether the increase in referrals to the Connector had resulted in a decrease to GP appointments but HMCD but explained that it was too early to ascertain this but the GP practice will be reviewing the position and will hopefully be able to confirm after the initial 6 months. SB asked whether there is a national helpline to support the Social Prescribers and HMCD referred to the social prescribing network that had been set up by Paul Jones. This provides social prescribers with the opportunity to share case studies and learning. SS agreed to provide Paul Jones' contact details. ABo asked whether there was a shared on-line network that can be developed so people can get questions answered quickly and SS agreed to ask Paul Jones to scope options.
- Funding has been received from the Police to deliver mental health training. Belles Place had previously delivered a meals service on Mondays and this has now been funded to extend to Wednesdays and Thursdays therefore a meal service is now available in Ilfracombe Monday to Friday. As part of this mental health and suicide awareness training is being provided to the volunteer sector. WB reported on benefits awareness training and advised that Belles Place are attending to provide training to front line volunteers. Another training session will be held after the summer and AB suggested that the Social Prescribers may benefit from attending this if there is funding available.
- Work is ongoing with Active Devon and the Project Co-ordinator is working with them to explore opportunities. PH reported that Torridge had also received funding from Active Devon.
- Out of Blue Cadet Programme – a programme has just finished and £1000 has been received from the local council which will fund the programme for a further year.
- A One Ilfracombe first five years guide and video are being produced, funded through the

SS

SS

county council

- HMcD reported that One Ilfracombe has been approached to be part of the Institute of Social Prescribing which is being launched in September. They are using four sites in the South West to focus on innovation and growth and how the community works with social prescribing. Feedback will be presented nationally.

One Bideford

- It was noted that there is little progress at present.
- JW and PH are on the One Bideford Board which has not met for some time. Once a Social Prescriber is appointed for Torridge and a lead has been confirmed for health and wellbeing, this will be driven forward.
- PH now has access to the One Bideford website and can start adding information.
- AB suggested that HMcD could provide admin support initially and if the town mayor were to Chair the town element of One Bideford a local GP (AK) could then chair the health and wellbeing element. PH will seek to get more community involvement rather than being council focussed.
- WB sought clarity on the employment of the Social Prescriber and it was noted that they will be employed through Torrington 100.

One Barnstaple

- CM reported on the 3 day launch event and the level of public engagement received. 30+ voluntary groups had taken part and activities were provided. Fire, police and the local hospital were all represented. Questionnaires had been handed out and the main themes of feedback being seen are traffic, parking, transport and cycle links and what people think about living in Barnstaple.
- Since the launch event, One Barnstaple has met to discuss ideas such as food banks and a community fridge in each area where people can take surplus food to enable people to take what they need. An idea was also made for a friendly bench – this is a specific bench to encourage people to talk. AB advised that due to the strong links with the library it is likely that the community fridge and friendly bench will be in this area. It was noted that the work hub is also located at the library.

Livewell in Braunton

- The Living well in Braunton launch day had been held where community groups were encouraged to attend and provided wellbeing massages and gave talks and demonstrations.
- A bean pole was used to confirm how many people attended – 282 people attended, 20

were from out of the area and 29 from the surrounding area. Through an exit poll 101 people confirmed that they thought the event was worthwhile and 7 people said it was not.

- The Community Connector received 5 referrals from the launch day, one of which was passed onto the local church. Four people also expressed an interest in the volunteer sector.
- Feedback themes in Braunton included traffic and air quality and this will be passed back to the council. Other feedback included not enough recourse for local youths, housing and supported living.
- A second event is being discussed to possibly be held over a week.
- The Connector is now meeting with people and receiving referrals from the health centre.
- A Mens Shed is being explored and GPs have indicated that they can refer people to it.

Torrington One Hundred

- Over the past month interviews were held for the appointment of two community connectors (job share), both having experience in social prescribing. The Connectors are currently in the process of collating data and meeting with people.
- Interviews were held for a link worker.
- At both interviews the candidates had asked about support, therefore the social prescribing network is important including the training potential.
- AB referred to a decision that will be made for funding of community developer roles that will support the team.

Holsworthy

- SB reported on the focus groups held focussing on feeling safe in the community and work around the loss of hospital beds.
- SB sought clarity on the population/geography for a One Town as the PCN crossed the border into Stratton, Cornwall. ABo reported on work already being undertaken with Cornwall on a joint needs assessment. AB did not consider it to be an issue if the One Town included Stratton as it is more important to have enthusiastic representation from each area.
- SB sought clarity on who should be included in a One Town and was advised that each area was different. HMCD agreed to share the draft Terms of Reference as a guideline.
- PH referred to the Holsworthy Community Forum and suggested that they be involved as they have connections with the local community. WB suggested that support is required from the local Councillors as they are accountable.
- SB sought clarity on the time required to maintain a One Town and noted that although some areas had to initially put in extra effort to secure funding, activity is then being picked up and managed through the Community Connectors. AB advised that HMCD is available to provide support to set up a One Town.

South Molton

- HMCD and SS had met with the Mayor and Town Clerk and have now been invited to speak to the whole town council.

52/19 For OND Communities to Develop and Agree

OND Communities Website

SS reported on work being undertaken to explore various models for a website. The most cost effective option will be to develop a prototype website which can be used as a template by other communities with administration rights. A directory facility will also be included which can be populated by the social prescribers. This had already been included on the Livewell Braunton website

It was noted that the cost of developing the website template will be minimal. SS advised that he will provide a demonstration of the prototype to the next Torrington meeting.

Support Needs of Ones

One Barnstaple have highlighted that they are unable to get public liability insurance as they are not a constituted body. Options for the North Devon show have been explored and NDVS have agreed to cover this. The OND Board had discussed options and agreed that One Ilfracombe will explore whether they can take out the insurance for community events if a One Ilfracombe representative is in attendance.

AB reported that a OND stand will be at the North Devon Show to get feedback from the public including what town they are from, what could be improved and what could make their lives healthier.

CMH asked whether there could be more engagement to advertise the One concept and SS referred to an article that had been published in the local press. AB suggested having a press launch on the website and SS suggested producing a video. ABo also suggested using social media.

OND Newsletter

HMCD referred to link that had been circulated for the newsletter and agreed to circulate the newsletter. The newsletter includes information on what each community is doing and social prescribing. The aim is to produce a quarterly newsletter with the next one focussing on the community conference.

HMCD

Funding Opportunities

A document was circulated on funding opportunities. This will continue to be updated and circulated.

OND Evaluation

AB explained that this is about measuring activity in the communities.

53/19 NDHT - Process Update for Services Review

HMCD reported that a stakeholder briefing had been circulated and can be shared with the group.

AB explained that 10 key services are being reviewed which are required to support the A&E. Engagement is progressing and it was agreed that an update will be provided to the next meeting.

54/19 DSFRS Consultation

HMCD referred to the consultation on the future Devon and Somerset Fire and Rescue Services and urged those present to respond to the on-line survey. The proposed changes will affect Barnstaple, Appledore and Ilfracombe.

55/19 Any Other Business

Mental Health Matters

HMCD reported on the Moorings who offer out of hours mental health support for individuals 16 years and over who are holding an open evening on 16th August. It was agreed that the service needs promoting but concern that it is only open from Thursday to Sunday.

Networking Events

ABO referred to networking events being held in Northern Devon. The next event is on Friday regarding the economy and an event in November will focus on Ones as the Health and Wellbeing Board have asked how they can support.

Voluntary Sector

ABO reported on a joint CCG and DCC post starting in September to support the voluntary care sector and work on the 5 year plan and STP plan.

Work Clubs

PH reported on the work club that is now running in Barnstaple library with the number of contacts increasing. The Club can also provide support to help people volunteer as well as to help them find employment. A bid has also been made to Torrington Town Hall to establish a club there. PH is also submitting a bid for a Petrocs community grant to support the Torrington group.

WB recommended a recently published report – Beyond the NHS Addressing Root Cause of Ill Health. The report provides good information on delivering a social model.

56/19 Date of Next Meeting

4th September at 1 3.0 pm in Brysnworthy Environmental Centre, Barnstaple

ONE NORTHERN DEVON COMMUNITIES METING ACTION GRID AS AT 24TH JULY 2019 2019

		Action	Comments	Lead	Outcome
14th February 2019					
1	07/19	Has work been undertaken in local areas to identify priorities	Communities to provide feedback on what public health data they are interested in receiving for their areas	14.03.19 no feedback had been received to date. SJ referred to an overview of JSNA which public health are working on for Barnstaple, Bideford and Ilfracombe. SJ agreed to circulate the Barnstaple report to all groups for comment so that they can confirm what information they would like to receive from public health. SJ also offered to provide support in reviewing information on JSNA. 01.05.19 public health information will be circulated to the communities and it was suggested that interpretation be provided when the information is circulated. 12.06.19 Public health data for Barnstaple had been presented to One Barnstaple and will	ALL

Action				Comments	Lead	Outcome
				form part of the one year plan for One Barnstaple. The data for each area had been circulated to the PCN and the Board agreed to circulate the public health data to the One Communities. 24.07.19 HMCD reported that Barnstaple had received public health data alongside the engagement work which is formulating the one year plan for Barnstaple. AB advised that data can be provided for each community but each community will need to be specific on what data they require.	HMCD/AB	Ongoing
2	07/19	Has work been undertaken in local areas to identify priorities	Follow up issues with accurate acute admissions data being received	14.03.19 AB advised that the data team will need to be asked specific questions. JWor suggested formally asking the A&E Board and Planned Care Group whether there are any issues that Communities Group can impact on. 01.05.19 action carried forward 12.06.19 no update 24.07.19 this action remains ongoing.	AB	Ongoing

Action				Comments	Lead	Outcome
13 th March 2019						
7	18/19	Second Communities Conference	Make enquiries to see whether there is a remit within the Council for partnership working across health within	01.05.19 JWi agreed to follow up on the action. AB reported on joint commissioning engagement manager post that had been created across DCC and the CCG. The post will work with communities and in-house teams to develop engagement processes. 12.06.19 It was agreed that early October will be a time for a second Communities Conference. Invitations will go out to District and Town councils. 24.07.19 AB reported on a second conference being arranged which will target council members. It was noted that PJ is organising the format of the conference and will circulate details in advance. The conference will provide an opportunity to showcase progress that has been made.	JWi AB/HMcD	Ongoing
12	22/19	How do communities want to measure success?	Provide feedback from One Barnstaple workshop	01.05.19 action remains ongoing 12.06.19 there had been 300 responses received for the One Barnstaple engagement	AB	Closed

Action				Comments	Lead	Outcome
				exercise. It was agreed that the feedback will be presented back to the next meeting. 24.07.19 this had been included on the agenda		
1st May 2019						
13	26/19	Community Partnerships Update	01.05.19 provide more information to the next meeting on the type of social prescribing referrals being received in Ilfracombe.	12.06.19 a full discussion was held which is reflected in the notes and it was agreed that information on the type of referrals will be provided to the next meeting. 24.07.19 this had been included on the agenda	HMCD	Closed
12th June 2019						
19	35/19	Matters Arising / Community Partnership Update	Explore alternative ways in which information can be provided to local communities to link clients to services. Suggest making contact with community connectors	24.07.19 HMCD reported that this is covered in the social prescribing networks and on the website which is being developed.	HMCD	Closed
20	36/19	Social Prescribing Opportunities	Provide an update on the social prescribing network to alternative One Community meetings	24.07.19 as above.	HMCD	Closed
21	37/19	Social Prescribing Evaluation	Section B of the impact assessment to include two questions - the impact on the individual and impact on the system. A proposal to also be developed to present to the system to assess whether it provides the information they require.	24.07.19 AB confirmed that this had been included on the agenda	AB	Closed
22	38/19	Community Partnership Update /	Approach Adam Kwiatkowski (Northam GP) to see whether he is able to take on the role of health and wellbeing lead for	24.07.19 it was noted that SJ had made contact with AK	SJ/JW	Ongoing

Action				Comments	Lead	Outcome
		One Bideford	Bideford			
23	41/19	OND Communities Newsletter	All Ones to comment on the draft newsletter and forward any information they would like included for their respective areas. HMCD to circulate the draft newsletter electronically.	24.07.19 HMCD reported on the latest newsletter that had been circulated last week.	ALL HMCD	Ongoing
24	42/19	Funding Opportunities	Any information on funding opportunities to be forwarded to HMCD	24.07.19 information had been shared and circulated	ALL	Ongoing
25	42/19	Funding Opportunities / Evaluation of One Towns	The next meeting to consider evaluation of each One Town and not just IBCF pilots	24.07.19 agreed that this should be covered under AOB	AB	
24 th July 2019						
26	48/19	Matters Arising / GP Programme / Funding	Circulate details of funding (£80k) to develop a community level plan		MBL	
27	48/19	Matters Arising / Social Prescribing Evaluation	Make contact with JE re support on evaluation measures		HMCD	
28	50/19	Social Prescribing Evaluation	Circulate template for reporting activity		AB	
29	51/19	Community Partnerships	Pass contact details for Paul Jones to Sue Banks		SS	

Action				Comments	Lead	Outcome
30	51/19	Community Partnerships	Ask Paul Jones to scope options for share on-line support network		SS	
31	52/19	OND to Develop and Agree / Newsletter	Circulate the newsletter to the group		HMCD	