### Voluntary Sector Strategy Group
13th March 2017
Minutes of Meeting

Present: Councilor Yasemin Brett (Chair) – LBE (YB)
Shaun Rogan - LBE (SR)
Debbie Gates – LBE (DG)
Jany Thompson – LBE (JT)
Andrew Lawrence – LBE (AL)
Nancie Alleyne – LBE (NA)
Janet Leach – LBE (JL)
Sally McTernan – LBE (SM)
Rocco Labellarte – LBE (RL)
Alan Weinstock – Age UK Enfield (AW)
Netta Hunt – Age UK Enfield (NH)
Laura Newey – Age UK Enfield (LN)
Chandra Bhatia – Enfield Racial Equality Council (CB)
Hamida Ali – Enfield Children & Young Persons’ Services (HA)
Jill Harrison – Enfield Citizens Advice Bureau Services (JH)
Jill Raines – Crossroads Care (JR)
Lesley Walls - One-to-One (Enfield) (LW)
Pamela Burke – Enfield Carers Centre (PB)
Paula Jeffery – Enfield Voluntary Action (PJ)
Tim Fellows – Enfield LGBT Network (TF)

1. **Introductions and Apologies**

   1.1 The Chair (YB) welcomed everyone to the meeting and introductions were made.

   1.2 Apologies were received from Rob Leak, Niki Nicolaou, Bindi Nagra, Graham MacDougall, Ilhan Basharan, Ginnie Landon, Rita Melifonwu, Liane Burn.

2. **Minutes of the last meeting and matters arising**

   2.1 Item 2.2: To change Enfield Parents and Children to Enfield Carers Centre.

   2.2 Item 3.2: LW requested clarification on the timeline for the Health, Housing & Adult Social Care (HHASC) Voluntary & Community Sector (VCS) commissioning. NA was asked to confirm.

   2.3 Item 4.2: PJ advised that Enfield Voluntary Action has submitted an application to the Enfield Strategic Partnership Residual Fund on 16/3/2017 for the Health Champions in employment project to help towards the recruitment of VCS based Health Champions.

   2.4 Item 4.4: YB confirmed that the next Leisure & Culture Partnership Board meeting is being arranged for June. VCS groups will have the opportunity to join and encouraged groups to do so to have a voluntary sector representation on the Board.

   2.5 Item 6.21: CB explained that the £5k funding from Santander will train community groups representatives that will be working with the clients.

   2.6 Item 6.25: JH advised that Enfield CAB has secured £25k grant for...
refurbishment costs for their charity shop that they hope to open in September. YB said that it would be useful if a representative of CAB could give an update at a future meeting when the shop is up and running. The link to a useful online publication from Sayer Vincent – charity shops made simple - will be circulated with the minutes.

http://www.sayervincent.co.uk/resources/made-simple-guides/

2.7 Subject to the amendments above the minutes of the meeting of 12/12/2016 were agreed as a correct record.

3. Effective voluntary sector engagement in child poverty interventions with families with disabled children in Edmonton – Janet Leach (Head of Service for Disabled Children)

3.1 A concise presentation from JL detailing the study on the lives of families living with disabled children in Edmonton and how the Voluntary and Community Sector can help to support those families. JL thanked VCS representatives for the excellent support that she received in her research. The presentation will be sent out with the minutes.

3.2 JL explained that the Local Offer (L/O) is a statutory requirement of all Local Authorities. It is an online resource explaining the services and support that are available for families with children and young people aged 0-25 years with special educational needs and/or disabilities. It is an important tool that every parent and VCS group should make use of. The configured L/O can be downloaded on phones too. JL encouraged VCS partners to familiarise themselves with the L/O, so that they can report what is missing, what is working or not.

3.3 LW asked what provisions are available for young families where parents could have a mild learning disability but with children with severe disability. JL confirmed that the new L/O is more accessible and they are working on an easy read version and those parents should be seeking help from the school. LW explained that One-to-One has amended their policies to incorporate child safeguarding so the child can attend with their parent.

3.4 JL explained that there are other services on the LBE website which can be accessed by the public. Library staff are being trained to get the message out, helping the public to help themselves. SM confirmed that staff and volunteers can help people access the internet. The refurbished Edmonton Green library, due to open in the summer, will have 100 computers available for public use.

3.5 PB emphasised that there should be clarity between the roles of Special Educational Needs and Disabilities Coordinators (SENDCOs) and keyworkers. JL/PB will discuss further. YB will feedback to the Cabinet Member for Health and Social Care regarding SENDCOs involvement in these issues.

3.6 PB asked if Google can be updated as this is how people prefer to get quick access to links from the LBE website. RL will ask Google if the new page can be updated.

3.7 The link to the L/O to be circulated with the minutes.

www.enfield.gov.uk/SEND

3.8 JL asked voluntary sector representatives to contact her if they
would like her to give a presentation to their groups.

3.9 YB thanked JL for her presentation.

4. **Enfield Connected - Sally McTernan/Rocco Labellarte**

4.1 SM explained her role within the Council. She has been responsible for the implementation of the changes in the library service. There are now 4 super hubs: Palmers Green, Enfield Town, Ordnance Unity Centre and Edmonton Green (currently closed for refurbishment). Each hub together with the community libraries will be suited to provide support and assistance to Enfield residents.

4.2 RL deals with Enfield Connected IT. There are currently 60,000 user accounts. He acknowledged the issues raised and asked the group to let him know which forms are the most difficult to complete. He also stressed the importance of having all documents ready before starting to fill out the forms. YB suggested that some of the voluntary sector groups could meet with SM/RL to discuss these issues. RL to take forward.

4.3 LW complimented the Customer Service Team at the Civic Centre reception as one of the assistants was very competent in helping a customer with hearing impairment. She asked about the Council’s good practice in volunteer management. SM replied that Mark Bennett, LBE Resource & Development Manager, is responsible for the library volunteering programme. Volunteers are managed by a volunteer coordinator. PJ explained that Enfield Volunteer Centre worked with officers to look at issues such as jobs substitution, roles, payment of expenses to volunteers. IB/NN are taking this forward.

4.4 SM explained the difference in job role between the volunteers and Digital Champion employees. Volunteers help residents to use the computer with getting access to online websites, whereas the staff will help residents to fill in the online forms.

4.5 YB thanked SM/RL for their presentation.

5. **Age UK Enfield Dementia Diagnostic Service – Netta Hunt, Head of Dementia Services and Laura Newey, Memory Care Navigator**

5.1 Age UK has a Dementia Diagnostic Service (DDS) running a Memory Care Navigators Service (MCNS) 2 days a week at Chase Farm Hospital, since January 2016. Residents can self-refer, or be referred by external organisations. The DDS reports to their funder, NHS CCG. To date they have received over 200 referrals. LN distributed information and read out real-life case studies from clients with two different levels of dementia, who had used the service. The MCNS can also signpost residents to other support and services if needed. They are working with the Alzheimer’s Society to raise awareness.

5.2 YB informed the group of the BBC’s online archive RemArc that helps stimulate conversations and memories for those living with dementia.

5.3 YB thanked LN/NH for their presentation.

6. **AOB & News (Updates from departments)**
| 6.1 | In response to a query from PB why there was no agenda item on the HHASC VCS recommissioning, SR explained that the item is included under departmental updates. |
| 6.2 | LW questioned the conflicting information that was presented by Bindi Nagra to the VSSG on 12/12/2016 and by Doug Wilson to the carers hub meeting on 15/2/2017. YB asked if BN could provide a letter to update the VCS groups with the correct timescales of the recommissioning process and she requested to receive a copy of the letter. LW would like an explanation and letter of apology from BN. SR reiterated that everyone involved should be informed accordingly and that when information is shared, it needs to be uniform and available at the same time to all organisations affected. PJ requested that EVA gets sight of the timetable of information to send it to groups so everybody does know. NA apologised for what happened in the past and offered her support to take things forward in the future. |
| 6.3 | JR asked if there were any plans for commissioning to be uniform throughout the council, maybe managed by one team, to which SR replied that there is no timetable for this presently and this would be a discussion for all senior officers/members. YB also agreed that there should be one process of commissioning for any grant available throughout the different bodies/departments of the Council, making it easy, transparent and logical. She has asked SR to prepare a report on this issue. |
| 6.4 | TF explained that some groups had their funding moved to Public Health and asked if they are running side by side with HHASC. NA will check and advise. |
| 6.5 | YB informed the group that Enfield CCG is currently running a consultation to gather patients and residents views on its proposals for changing the criteria to access some treatments available on the NHS. The consultation will close on 31/3/2017. LW/AW stated that it is a short consultation period and asked if there was a possibility to extend the deadline. PJ agreed as the wider voluntary sector only received information in the last week or so that the consultation is taking place. PB explained that the correct code of practice on consultations is not being followed as the VCS was told that they would receive a draft questionnaire from the CCG but that never happened and instead were invited to consultation events. YB will find out if the CCG can extend the consultation period to enable more people to take part in it. 

Post meeting note: The consultation has been extended to 30/6/2017. |
| 6.6 | A commissioning update from Schools & Children’s Services is attached as Appendix 1. |
| 6.7 | YB thanked all for attending. |
| 6.8 | Date of next meeting. The next meeting will be held on Monday, 26 June 2017 at Community House, Room 1. |
1. **Mental Health**

The Young People’s Mental Health Forum will take place on 29 March and will invite all providers to consider support that can be given to young people during the April-June exam period to alleviate stress. It is noteworthy that admissions to hospital for young people who self-harm increase significantly during these months and therefore any preventive interventions that can be deployed will hopefully have an impact on these figures.

The forum continues to bring together providers who deliver preventive and early intervention support across the borough, forming the Tier 2 services which contribute towards the CAMHS Transformation Plan. Currently only 25% of young people with mental health issues access CAMHS services, although this will increase to 35% through the FiM programme; there remains a need for support to build resilience in young people and their families.

The VCS will discuss further training requirements to support their role in delivering front line services to the community and hear from the CAMHS Parents and Young People’s Participation group.

Young Peer Supporters continue to deliver school assemblies and PHSE classes in secondary schools around the subject of young people’s mental health. Training for new mentors is taking place this month. This will be delivered in Partnership with Young Urban Arts Foundation.

**Third Sector Children’s Safeguarding**

A Request for Quotations has been issued to 3 Voluntary Sector providers for this contract which will be awarded for April 2017.

2. **Early Help**

Family Resilience Strategy

The strategy is now available on the Enfield website for public consultation until 31st March.

The strategy and plans for implementation have also been presented to the Health and Wellbeing Board and the ESCB Health Sub-Committee.

Further to this, plans for the re-commissioning of Children’s Centres into Family Hubs have been developed and shared with Education and Children’s Services DMT, Cllr Orhan and head teachers currently delivering the service. Commissioning arrangements for 2018 onwards are now being set up.

The website page for mapping early help provision is under development and ECYPS are acting as a conduit to the VCS, collating service details for inclusion. The workstreams to deliver the programme are now in place and actions for the groups have been agreed with the workstream leads.
It is the intention of the steering group and workstream leads to work forward from the review of the SPOE, which is currently underway, to implement a revised referral system whereby SPOE will regain its function as a ‘front door’ and referrals will be directed either to Social Care or a Family Hub. This will be implemented by April 2018.

The Family Hub steering group meets at the end of March and will be responsible for setting out the actions to transform the Children’s Centres into Family Hubs.

Children’s Centres

Contracts renewed for second year with:

Citizen’s Advice Bureau
Solace

They are also working with:

Barnardos
Enfield Voluntary Action
Aspire2Be

3. Special Educational Needs and Disability (SEND)

SEN Visual Impairment Outreach and Hearing Impairment Outreach Services

The tender process for each of these services has been completed, and new contracts will start on 1st April 2017.

The incumbent providers for each service were successful when tendering, so providers will continue to be:

- Hearing Impairment Outreach – The LB Haringey Hearing Impairment Team
- Visual Impairment Outreach – Joseph Clarke Educational Service

SEND IASS (Special Educational Needs and/or Disability Information, Advice and Support Service)

The tender process for this service will take place this year; the timetable is currently being agreed.

Home Care for Disabled Children and Young People

The tender process for this service will take place this year; the timetable is currently being agreed.