

**DRAFT Feedback on VCS Open Sessions held on 4<sup>th</sup> and 5<sup>th</sup> June 2014**

**Purpose**

The Health & Wellbeing Scrutiny Commission held Open Sessions on 4<sup>th</sup> and 5<sup>th</sup> June 2014, inviting Voluntary Community Sector groups in Leicester to come along and discuss their views, issues and topics. The aim of these sessions is to help inform the future work of the commission for 2014/2015.

**Outcomes**

The following issues and topics were captured as a result of the discussions at the open sessions.

<b>TOPIC / ISSUE RAISED</b>	<b>DETAILS DISCUSSED</b>
LACK OF SUPPORT FOR CARERS	a) Caring for people with mental health issues b) Recognition and Carers Rights e.g. caring for family members c) Identifying who the Carers are, e.g. children d) Raising awareness of the Carers Service e) Impacts to the health and wellbeing of Carers
HOMELESSNESS & HEALTH	a) Wellbeing of homeless people b) Homeless patients discharged from hospital with no fixed abode c) A lack of understanding by housing options re: homelessness re: depression / mental health issues d) Liverpool sighted as good practice for dealing with these issues. e) Healthwatch is undertaking some work in this area.
SOCIAL MODEL OF COMMUNITIES & HEALTH	a) Impacts of N/hood community working
INCREASING AUSTERITY HAS IMPACTS ON HEALTH AND COMMUNITIES	a) Comparable data and trends b) Health inequalities
SOCIAL CARE ACT	a) Impacts to communities b) Lack of advice, guidance and understanding

<p>CHANGES IN EARNINGS &amp; BENEFITS</p>	<p>a) Impacts to health of communities due to the changes in disability benefits, e.g. mental health  b) Lack of joined up thinking e.g. at govt level  c) No consideration for depression / mental health conditions when called for benefits assessments or work assessments.</p>
<p>FOOD BANKS &amp; HEALTH</p>	<p>a) Increase in food banks in the city, quality of food distributed impacts on health of communities  b) Caroline Jackson, from benefits division has further details on this.</p>
<p>CLOSURE OF RESIDENTIAL AND DAY CARE SERVICES</p>	<p>a) Impacts on health of people who rely on these services  b) Isolates elderly people</p>
<p>COMMUNITIES OF INTEREST – LGBT</p>	<p>a) Accessing basic healthcare is an issue  b) Difficulties and sensitivities exist re: disclosure of sexuality details  c) Effective working needed to help this community e.g. patient referrals</p>
<p>COMMUNITIES OF INTEREST - PAGAN</p>	<p>a) Carers are not prepared to work with this group of people.  b) Mental health issues highlighted</p>
<p>MSK PAIN</p>	<p>a) Awareness raising needed to understand issues  b) Gaps in support for sufferers  c) Lack of information about this issue from health sector  d) To raise the need for an MSK co-ordinated service delivery approach.</p>
<p>ACCESSING TALKING THERAPIES</p>	<p>a) Access issues impacts on health  b) Impacts on adults and children &amp; young people.</p>
<p>BEFRIENDING SERVICE</p>	<p>a) Lack of support and funding for this service  b) A lifeline and essential service e.g. as highlighted in the winter care plan review  c) Increasing demands for this service e.g. isolation is a real problem for elderly</p>

	d) Need to recruit and support more volunteers
LACK OF ACCESS TO SUPER ORGANISATIONS e.g. nhs, ccg	<ul style="list-style-type: none"> <li>a) Lack of dialogue and support from nhs sector</li> <li>b) Lack of wider equality awareness from nhs sector</li> <li>c) Lack of finances from nhs sector e.g.ccg</li> <li>d) Increase in referrals coming from GPs and nhs professionals e.g. vcs feel a duty of care.</li> <li>e) LPT are not engaging with vcs. LPT do not attend any partnership boards e.g. disability partnership</li> </ul>
CONTRACTS, PROCUREMENT AND COMMISSIONING ISSUES	<ul style="list-style-type: none"> <li>a) Systems and processes for managing contracts is not consistent across the health sector and city council</li> <li>b) A lack of respect and knowledge for the vcs exists</li> <li>c) Tupe issues raised as very serious</li> <li>d) Vcs has difficulties managing the timescales for tendering &amp; contracts</li> <li>e) More and more contracts are now broken up into smaller contracts / specific areas (silo commissioning) making the process complex and difficult for vcs to manage services</li> <li>f) Seems to be a mismatch of contracts</li> <li>g) Commissioners do not have proper processes to manage vcs contracts e.g. invoices are paid on time, leaving vcs out of pocket.</li> <li>h) A lack of joined up services across the city in terms of commissioning and procurement of nhs and adult social care contracts.</li> </ul>
<p>Other issues raised:</p> <ul style="list-style-type: none"> <li>1) CYPS already have co-opted members, would health scrutiny and CCG consider co-opted places for vcs reps?</li> <li>2) Children's Trust Agency operates as a partnership body, would health scrutiny consider a similar model? Report mentioned by vcs (contact Alison? – Anita to action)</li> <li>3) VCS questioned CCG re: co-commissioning model.</li> <li>4) Bradgate Unit seems to have isolated itself and has not continued a dialogue with vcs to progress. The reputation of this unit is still at risk due to poor standards of care. The people that have been referred to out of Leicester bed locations have experienced better standards of care, than at Bradgate Unit.</li> <li>5) Adult Social Care and Public Health - Managing contracts and commissioning, vcs mentioned 2 reports: <ul style="list-style-type: none"> <li>1) Warwick University – John Beddington, 'Total Place and New Solutions'</li> </ul> </li> </ul>	

2) Kings Fund Alumni Group of Impact Award winners – a write up of discussions with commissioners about procurement and the voluntary sector.  
Cllrs Cooke and Chaplin requested copies of these reports (Anita to action).

Councillor Cooke thanked all attendees and indicated that he would like to visit all the organisations involved. **Action: Anita to arrange these visits.**

Councillor Cooke thanked lead officers for their support, the CCG, Healthwatch and City Council Public Health Team.

Councillor Cooke assured attendees that the Healthwatch Protocol, once signed, will be shared with all groups. **Action: Anita to email to attendees, once signed.**

### **VCS Attendees**

Publicity was sent out to a wide range of voluntary sector community groups in Leicester via database contacts through VAL, TREC, ASC, City Council and Healthwatch.

Representatives of the following groups attended:

One Roof, Leicester  
LASS and well for living social enterprise ltd  
Severa Asian Mental Health Project  
The Rowan Organisation  
Leicester LGBT Centre  
Highfields Centre  
Barnardos Carefree Young Carers  
Network4Change  
Genesis  
Clash 2012 Charity  
Crossroads Care Leicester Mental Health Carer's Project  
Leicester Mental Health Carers Project  
Rethink, Leicester City  
LAMP  
Beltane Spring Fayre Group  
Clasp Carers Centre  
Adhar Project

### Sessions led by:

Councillor Cooke, Chair of Health & Wellbeing Scrutiny Commission  
6<sup>th</sup> June 2014.