

Northants 50+ Network Board Meeting

Monday 10th December 2012 from 2pm to 4pm
Asda Distribution Centre, Gowerton Road, Brackmills, Northampton, NN4 7BW

Present: John Roberts –Chair (JR) Brian Cully –Treasurer (BC) Pam Tomalin –Secretary (PT) Tony Allen -Vice Chair (TA) Cllr Eileen Higgins (EH) Susan Hills (SH) John Wevill (JW) Sandra Frampton (SF) Jillian Powell (JP) Stephen Legg (SL) Martyn White (MW) Ray Hutchins (RH)

Officers: Sonja Noon NCC and Stuart Whitsey NCC

| Item | | Action |
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| 1. | <p>Welcome From the Chair Apologies: None</p> | |
| 2. | <p>Minutes of Previous Meeting 12.11.12 These were agreed to be a true record.</p> <p>Matters Arising:</p> <p>11.3: TA and PT mentioned that investigation into Localgiving had taken place, and it was agreed that this would not be of benefit for Northants 50+ Network.</p> | |
| 3. | <p>Chair's Report</p> <p>JR reported that he had attended the Personalisation consultation event with NCC and NHS, and had learned that Northamptonshire health services are pioneers in this field, and had accepted an offer from NCC to organise a personalisation event focused on older people on Wed. 30th January 2013 to be held at the Doddridge Centre, Northampton.</p> <p>He added that he had completed the preliminary on-line application to the Charity Commissions for the 50+ Network to become a charity, and gave an overview of the application, which cannot be completed until signatures of Board members wishing to be considered as trustees have been received. The document was circulated for signatures, and the application can be viewed on the Charity Commission web site. JR to provide password for anyone who wishes to do this.</p> <p>PT mentioned the financial liability of the trustees and the need to have indemnity insurance in the event of anything going wrong. JR said he believed the current insurance for the Network does include this. TA added that the Northampton Volunteer Centre were able to come and talk to the Board on the responsibilities of a Trustee if required for further clarification.</p> | |
| 4. | <p>Vice Chair's Report – A copy was circulated to all present.</p> <p>TA went to a funding fair, and listened to presentations from Santander Foundation. Northampton Community Foundation and Localgiving. (This was discussed in item 2.)</p> <p>On 15.11.12 TA and SF ran a Kurling event at McCarthy and Stone retirement complex, where new members were recruited, and also had a stand at the Wellingborough Pensioner's Forum on 27.11.12 which was well attended.</p> | |

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| | <p>Migration from NCC</p> <ul style="list-style-type: none"> Limited admin support until March 2013 <p>Database</p> <ul style="list-style-type: none"> RH and TA have a copy of the 50+ Excel database which NCC will continue to maintain, update new member details and send out 'Welcome packs' <p>RH investigated several options for continuing after March 2013:</p> <ul style="list-style-type: none"> Due to the low number of members with 'email' a paid 'mail manager system would be an unnecessary expense at this time Recommendation to reduce the number of data fields to one Excel sheet and locate a free secure on-line database, that could interface with current application form. For members with email, suggest upload reduced Excel database to 'Mozilla Thunderbird' in CSV format. Address labels to run from Excel database using mail merge, but would need mailing house to assist with the logistics. <p>RH added that there were gaps in the current records together with possible superfluous information that may have little or no benefit to the Network. Most people signed the form, but neglected to tick information e.g. gender etc. Continued maintenance of the database also had to be considered. Currently two Board members were able to do this, but would require replacing at some point in the future.</p> <p>SN mentioned that there was information that could be useful for supporting funding applications and sponsorship in the future, such as disability, ethnicity, and what things the members were interested in, or if they would like to be involved. Up to 60% did not complete these fields.</p> <p>TA suggested the form could be redesigned to contain less information, and it was agreed that RH and TA would present a modified version at the next meeting for all to consider. A copy of the current form was distributed to all.</p> <p>TA thanked NCC for posting out the newsletter, and asked Board members to consider how the logistics of getting them out to members would be covered after March.</p> <p>RH suggested rather than sending out an email with an attachment, which some people were unable to download because of the size of the document, it could be sent with a link. However it had to be noted that some emails will block links, and most people may not know how to unblock them. SN said they do try to zip the folders where possible.</p> <p>Newsletter</p> <p>The Winter 2012 edition was completed on 30th November and posted out to members w/c 7th December. A copy is available on the website.</p> <p>Website</p> <p>The 50plus Insurance Company has agreed to advertise on the website, and payment has been received for this. TA asked for everyone to encourage members and non-members to visit the 50+ Website.</p> | RH/TA |
| 5. | Treasurer's Report | |

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| | <p>Date of Accounts 26.11.12</p> <p>Board Account balance: £8230.43 (this does not include £150 from the 50+ Insurance Company)</p> <p>Activities Account balance: £2173.72 (This included float held by SF)</p> <p>SN mentioned that the second amount from NCC is now available so an invoice would have to be raised for this. BC agreed to do this.</p> | BC |
| 6. | <p>Report on Members' Survey</p> <p>Stuart Whitsey gave a presentation on the results of the Members survey, and the key findings of the evaluation that took place in August 2012, together with a short profile on the Network. Funding and support from NCC was now being withdrawn. The key findings were as follows:</p> <ul style="list-style-type: none"> • 281 completed and returned the questionnaires, representing 13.7% of members • Results were compared to 2010 evaluation and the findings were matched against the Network's purpose and views of its members. • Compared to the 2010 evaluation, 15% more members are now ticking the 'very important' box for each of the four categories; <ul style="list-style-type: none"> ➤ Raising issues on behalf of older people (96% who responded believed this to be the most important) ➤ Socialising ➤ Activities ➤ Newsletter • Current individual membership is over 2000 and 26 group members. • Raising issues on behalf of older people and the newsletter were regarded as the most important factors of the Network, followed by activities and socialising. • The newsletter provides a good level of information, and considered to be a good way of being kept in touch with what is happening in all areas. There appeared to be a wish to find out about other organisations such as NHS and Government policies, and 10% wished to see more stories on their experience of attending events, e.g. the article on sailing. Some people had requested copies in larger print size. • 70.1% have attended activities organised by the Network, although it was felt that not much was available outside Northampton and the cost of travel being one of the main reasons for non-attendance. • Membership levels for older people are proportionately represented for most districts except Kettering. • Recruitment of members appears to have slowed down. Suggest the Board consider a recruitment drive to encourage more members. • The Network website received an average of over 9000 hits per month, and members suggested this should be up-dated more regularly and used more effectively to promote activities and provide more information. 71% responded that they had never visited the website and didn't know it existed, while quite a few reported that they visited it regularly to see what was on. About half the members were unable to access the internet. Some suggestions about improving the website were discussed. • 7 out of 10 respondents had attended activities provided by the Network which went towards helping the NCC's Health and Wellbeing strategy. One in three reported that the activities had helped them to socialise and had improved their lives. • Some reported that by the time they had received information about the activities, they were either fully booked or the event date had passed. | |

- Lack of transport continued to be a problem for some people getting to activities outside their area. Travel information and maps were suggested as being helpful for some events.
- Suggestions for other activities, were:
 - ◆ Larger group activities
 - ◆ Talks on different topics
 - ◆ Dancing events
 - ◆ Organised trips away
- 38% said they were more likely to volunteer as a result of being a member. 31 gave their details for people who would be interested in volunteering. SF reported that out those she had signed up, some had ticked the boxes for volunteering: 7 were interested in Board Membership, 4 Activity co-ordinators, and 4 in writing for the newsletter. She had followed these up but had no further response. She agreed to follow this up with phone calls to those who had identified they were interested in volunteering. SW to provide the list of contacts.

SN added that overall the 50+ Network was having a very positive effect on the older population of Northamptonshire, and a lot of projects would like to be able to achieve the figures presented in the evaluation.

Asked about introducing a membership fee - 44% would be agreeable to this, 24.6% said No, and 31.3 % Didn't know. A fee of between £5 - £10 a year was suggested. It was agreed that it would be difficult to administer this, as most wanted to pay by cheque or cash at an event, with 40% agreed to pay by Direct debit. Two thirds said they would pay more for an activity to help keeping the network going, rather than having an annual membership fee.

SN suggested that asking if someone was a carer, as this is quite an unrepresented group, and should be considered in future evaluations.

6 options for the 50+ Network could now be considered as a result of the evaluation:

1. Address the balance of membership in Kettering. A large percentage of the older population in this area are not being reached with only 5% of response from those living in Kettering. It was reported that there was very little happening in that area, so there was a need to consider finding activity co-ordinators to address the balance.
2. With only 23 new members since 20th July and 30th November and less than 3% new members over the last 12 months perhaps a recruitment drive should be considered. SN added that the figures showed a low opt-out rate, and this was very positive, but an increase in new members was imperative to grow.
3. Review of other potential income methods.
4. Suggestions from members included: Provide more activities outside Northampton and increase accessibility, linking with local village events, advertise in local village newsletters, and perhaps cross working with other groups. Provide more transport for those who are less mobile. A 'buddy' system had been suggested where some members could provide transport to 'outside' events for those who were less mobile. (11 members had offered to do this) A Members section on the website to be a good way to connect people e.g. a forum, such as offering lifts. TA added that this would have to be managed by someone, and as nearly 50% of those who responded did not have access to internet and a large

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| | <p>% of those who had, didn't use it, this may not be feasible. This suggestion had to be weighed up against the unrealistic cost of using postage, so this is a large communication issue.</p> <p>5. Develop the website to greater effect. Members do not see the information being kept up to date, so may not bother to use it. SW added that there was mostly information about events in 2010 and 2011, but very little for 2012. There was a need to publicise the internet to members, to encourage them to use it - perhaps a front page article on the news letter. SN suggested an e-mail alert, and reminders could be sent when there are activities in their area, which would take time but does not cost anything, and gives people a reason to visit the website. This does however, discriminate against those who do not have access to the internet. Another suggestion was that photographs of events could be published on the website to make it more interesting.</p> <p>6. Work towards being a stronger voice for older people, as this was seen as being the most important factor. The Board do not appear to be representing as many groups as in 2010. SN stated that there were really positive results in the evaluation report, and recommend it should be on the Health and Wellbeing Board's agenda and perhaps a presentation to them on the results. The Active Ageing strategy needs refreshing and this could be an opportunity for the Board to make an offer to the Health and Wellbeing Board to refresh that strategy on their behalf, and that was one way of being a strong voice for older people, as it was going to be quite a powerful board.</p> <p>Next steps:</p> <ul style="list-style-type: none"> • Board members to review evaluation report in more detail • Review the 6 suggestions and evaluate if any are missing. • Put on the Agenda for January meeting. • Set up a working group on how improvements can be made. <p>SN thanked SW for all the work he had done on the evaluation, and referred to the value of the report to the Network. This was echoed and appreciated by all the Board.</p> <p>SW announced the results of the Prize Draw of £50 Marks and Spencer vouchers to be drawn from those who completed the questionnaire. The winner was Wendy Banyard. TA suggested a personal presentation, with a photo to go on the website before Christmas.</p> <p>JR thanked SW for doing all the work, and suggested that some actions could be taken immediately</p> <ul style="list-style-type: none"> • All to take away the report, read it in detail and discuss in January, SWs recommendations • SN and JR to present to the Health & Wellbeing Board. • As some were linked to the current action plan, who is going to be involved in doing the work, and how it is to be done needs to be considered. All agreed. | |
| 7. | <p>Personalisation of Health and Social Care</p> <p>JR mentioned that SN has offered on behalf of NCC to pay for an event on personalisation. This is partly to help NCC to produce its vision on personalisation and the need to consult older people, and partly to give the Board the opportunity to meet with some of the members in a more informal way. He added that he had heard suggestions that there should be more public meetings other than just the AGM and events and activities.</p> | |

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| | <p>The draft agenda was as follows:</p> <ul style="list-style-type: none"> • Introduction and explanation about personalisation and what it means to everyone – Not just about personal budgets, but equally about putting patients at the centre of health services. Northamptonshire are pioneering this approach on a national basis. <p>Session 1: About what personalisation actually is, and what NCC and NHS want to achieve, and about obtaining answers to: ‘what helps you live well?’ And ‘what makes life worth living?’</p> <p>Session 2: ‘What do you like most about the care or support that you get, or give at the moment?’ (SN would look for an alternative question if nobody was able to answer either of those)</p> <p>Session 3: If you have one wish with great results in a personalised service, ‘what would you wish for?’</p> <p>Closing session: ‘Getting to know our members’</p> <p>SN said It was about talking to older people who don’t access the Health Services, and finding out what they would want and need before providing the services, and what would help older people to take out a personalisation budget and what would they use it for. It’s more about Social Care rather than Health care, but is hoped to tie it into the health care services and the budget for that. The NCC want to know how to get older people to take up a social care budget, together with consideration to using the budgets in more innovative ways.</p> <p>JR suggested there should be one budget to cover both as there was confusion about the services covered by Social and Health care.</p> <p>The event to be on 30th January 2013 at 1.30pm – 3.30pm at the Doddridge Centre Northampton. As a partnership event with NCC the Network agreed to promote, and NCC will cover the cost of the venue. It would also give the Board the opportunity to network with their members.</p> | |
| 8. | Trustee Declaration for Charity Commission – already discussed | |
| 9. | <p>Business Plan Review</p> <p>JR had previously circulated a copy of the revised plan to all prior to discussion at the October meeting that he was unable to attend himself. No discussion had taken place and TA added that he only had a copy of the original one.</p> <p>JR added that one of the items was relevant to the Evaluation report in particular to Kettering, e.g. Item 6: ‘Maintain and develop contact with over 50s organisations throughout Northamptonshire’. The first need would be to identify any relevant organisations in Kettering and what was being provided already. Also to find out if why the Network are under represented in Kettering. (a) is it because older people in Kettering are well provided for, or (b) there aren’t many activities and we should be addressing this. He added that he had spoken to people who are quite satisfied with their lives without being members of the 50 Plus Network. EW added that she thought the problem was that Kettering had so many small villages that were part of it and most people in villages are so busy they can’t join anything else. SN mentioned that Kettering had received lottery funding for older people so maybe they have lots of amenities as a result of that.</p> <p>There appeared to be some confusion about different versions of the business</p> | |

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| | plan that had been received by Board members, some with red highlighting and some without. JR agreed to produce another update taking the Evaluation into account and send it out to everyone again. | JR |
| 10. | <p>Roles of Members</p> <p>Tasks that need to be thought about:</p> <ul style="list-style-type: none"> • The website, keeping up to date. Possibly extending it to include a Forum • Recruitment • Publicity and Marketing • Leader of activities and someone to monitor and collect data on the activities <p>To be discussed at the next meeting.</p> | |
| 11. | <p>Regional Roundup</p> <p>JR reported that the recent Daventry Forum and AGM was a good event and about 80-90 people had attended. He also had a chat with Marion Rixon, the organiser from South Northants group who is still hoping that it will take off, but was not very enthusiastic about keeping their Forum going. TA mentioned that Richmond Villages had offered help with the next event in the Spring and SNVB also offered the use of their mini bus and information vehicle which was lottery funded, and someone from the Board could go out with them to promote the network.</p> <p>JR added that DOF was planning to offer more activities starting with a tea dance at the leisure centre with the band from the Picturedrome.</p> <p>SF suggested all the health walks that are provided throughout the County should be advertised on the website. MW is a Nordic Walking instructor and suggested these should be promoted as well (Northamptonshire Sport)</p> <p>SF has started a Games event at McCarthy Stone Rushden, who are happy for more events to take place there. She had also met Serve who are trying to promote activities in East Northants, and who offered to work with the Network to this end.</p> <p>PT reported on the launch of the Northamptonshire Consultation and Engagement Programme which was held at the Sunley Management Centre that she attended on 6th December.</p> <p>It is County Council led but currently run on an interim basis by an organisation Community Innovations Enterprise (CIE) which was founded in 2022 to provide support to organisations and community groups seeking to develop their engagement and involvement work. The DIE is led by two leading experts in the community engagement; Cllr Suresh Patel, who is the NCC Equality Champion, and Professor Lord Patel of Bradford.</p> <p>The programme which is being led by NCC Equalities Office is about ensuring the views of the public and local people are heard in order to meet their equalities legislation. First impressions were that it was a duplication of the County Wide Forum, but were told that it has a much wider agenda than the CWF as it may not just be about voluntary sector and community groups. They need people to engage with who have wide reaching contacts with a number of sectors. It's more about understanding how NCC operates and influencing, and interaction between all the different community groups and representatives of local people enabling them to be heard. It is also about encouraging better communications between all the community groups, and to find others who may be underrepresented in the County,</p> <p>Cllr Joan Kirkbride had said that NCC had a history of poor community</p> | |

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| | <p>engagement and this needed to be improved. It was felt that this board and its members would be able to do so. The intention is to have the whole thing up and running by the New Year. The launch event appeared to be about deciding how the new Board was going to be formed, before taking over from the CIE, and who would be on it. This was covered by a short workshop, the results of which would be sent to all who attended.</p> <p>SN added that within the Children and Adult Services department , most of their engagement was making sure that they talk to those with protected characteristics such as older people, pregnant women, disabilities, BME etc., and are very good at making sure that they are in contact with all those groups. However, the NCC has a tremendous amount of consultations, and in other areas they are not as linked in as they are in social services. What they are finding when they do consultations on transport or schools or whatever, NCC are not necessarily talking to all the groups of people it could impact on so it was decided corporately, to set up a board that would be representative of all protected characteristics groups, so that when NCC has to do a consultation it will be passed through that board to make sure that it <i>has</i> spoken to all the groups, and that was why the 50 + Network were invited to be part of this, to ensure that they listen to older people’s view points. She went on to say the NCC aren’t running it just supporting it to make it happen.</p> | |
| 12. | <p>AOB</p> <p>SN handed out copies of the Public Consultation report from the Northamptonshire Health and Wellbeing Strategy and referred to page 5 which was relevant to the work of the Network.</p> | |
| 13. | <p>JR thanked all for attending and the meeting was closed</p> | |

Board Meetings: Asda Distribution Centre, Brackmills, Northampton NN4 7BW

January 14th 2013

February 11th 2013

March 11th 2013

April 8th 2013

May 13th 2013