

# Annual Report of the Redbridge Public and Voluntary Sectors' Partnership 2018-2019



The picture on the cover shows the Mayor of Redbridge, Cllr Debbie Kaur-Thiara, accepting the role of Compact Ambassador for 2018/19. She is flanked by the outgoing Chair of the Redbridge Public and Voluntary Sectors' Partnership, Maria Thorn (NELFT) and the incoming Chair, Nigel Turner (voluntary sector representative)

# Annual Report of the Redbridge Public and Voluntary Sectors' Partnership 2018-2019

## 1. Summary

This report summarises the work undertaken by the Public and Voluntary Sectors' Partnership (PaVSP) for the year 2018-2019. The Partnership is made up of Members from the Council, elected representatives from the voluntary and community sector and nominees from Redbridge Clinical Commissioning Group, the Metropolitan Police Service, the North East London Foundation Trust and the Redbridge Fire Service.

## 2. Terms of reference

The Terms of Reference of the Partnership, including its membership, are set out in the Council's Constitution.

## 3. Membership

### **Redbridge Council:**

The Council selects its representatives annually, and this year its representatives were:-

Members: Councillors Ali, Coomb, Sanger, Turbfield and Uddin

Substitutes: Councillors Mrs Huggett, A. Sachs and Sharma

### **Voluntary Sector:**

**The voluntary sector representatives** are elected in a three year cycle. An election for the voluntary sector representatives was overseen by RedbridgeCVS. The following representatives were elected

Members: Nigel Turner (Chair) Val Cummins, Cathy Turland, Jon Abrams and David Pomfret

Substitutes: Bushra Tahir, Jon Pushkin (resigned in October 2018)

### **North East London Foundation Trust:**

Member: Bob Edwards

Substitute: -

### **NHS Redbridge:**

Member: Marie Price (Vice Chair from March 2019)

Substitutes: Tracy Welsh

**Metropolitan Police:**

Member: Inspector Elise Gellatley (Vice Chair until March 2019)

Substitute: Sgt Steve Valentine

**Redbridge Fire Brigade:**

Member: Jamie Jenkins

Substitute: Shawn Fox

**Administrative and Officer Support** was provided during the year by Liz Pearce and Ross Diamond (RedbridgeCVS) and Randal Smith (LBR).

**Guest speakers** were:

Tarun John Singh, Victim Support

Yusuf Patel, Redbridge Council

David Landau, Redbridge Equalities and Community Council

Dean Smith, Metropolitan Police Service

Dawn Cove, LBR Head of Benefits

Anish Patel, Job Centre Plus Work Coach Team Leader

Patrick Williams, Redbridge Foodbank Volunteer Coordinator

Susanne Rauprich, Citizens Advice Redbridge CEO

Ferzanah Ahmed, Redbridge Council

Jim Jobson, Redbridge Fire Brigade

Chloe Cornhill, Redbridge Fire Brigade

Megan Cutts, Redbridge Fire Brigade

Cathy O’Keeffe, Redbridge Carers Support Service

Andreea Albu, Age UK Redbridge, Barking and Havering

#### **4. Activities in 2018/19**

Local elections were held in May 2018. Redbridge Council subsequently selected its representatives from the elected Councillors. Elections for the voluntary sector representatives were undertaken by RedbridgeCVS in with the deadline for votes of 14<sup>th</sup> September 2018.

##### 4.1. Meeting on 8<sup>th</sup> November 2018

The Partnership's annual "Away Day" was held on 8<sup>th</sup> November 2018 at the Vine Church, Ilford.

The Chairing of the Partnership is rotated each year between the public and voluntary sectors. This year it was the turn of the voluntary sector to Chair the meetings. Nigel Turner was elected as Chair for 2018/19. At a subsequent meeting Elise Gellatley (Metropolitan Police) was elected Vice Chair.

Unfortunately the Mayor had to send her apologies at short notice owing to an unexpected personal commitment. It was therefore agreed that the outgoing and incoming Chair would both attend the RedbridgeCVS AGM being held on Wednesday 14 November in Redbridge Central Library. At that meeting the Mayor formally accepted the role of Compact Ambassador for the year.

Randal Smith, Acting Head of Policy at LBR delivered a presentation prepared by Rocket Science based on their review of the voluntary sector in Redbridge which had been commissioned by the Council and carried out during the summer of 2018. (The presentation can be accessed via <https://www.redbridgecvs.net/what-we-do/networks/public-and-voluntary-sectors-partnership> under 2018-2019 documents). Rocket Science had been tasked to particularly look at partnership working as well as to present their findings on what was working well and what was not. 75 organisations participated in the research and although this was not a high number it was felt to be representative of the sector as a whole. It was unsurprising that the primary issue for most of the respondents was funding. Around 25% of the participating organisations had been established for 20 plus years. The newer organisations were more optimistic about their future and funding than the older ones were. Only 2 respondents owned their own premises, and one in three had an annual income of below £10kp/a, whilst one in ten had no income at all. The discussions that followed included a focus on social value in commissioning, co-production and the way that some funding can lead groups to compete when co-operation might have better outcomes.

RedbridgeCVS then gave a presentation on the history of the Compact in Redbridge. The current Compact was due for renewal and it was agreed that we would use the RedbridgeCVS Network meetings to provide information to the sector on the current

Compact; present a draft of the 2018-2022 Compact; and then incorporate comments received to present back to the PaVSP prior to the beginning of the new municipal year.

The PaVSP used the meeting to plan its work for the rest of the year. This would include overseeing the updating of the Compact.

#### 4.2. Meeting on 29<sup>th</sup> January 2019

The meeting heard reports and held discussions on the following key items:-

- Hate Crime: Tarun John Singh (Victim Support), Yusuf Patel (Redbridge Council), David Landau (Redbridge Equalities and Community Council) and Dean Smith, (Metropolitan Police Service) all gave presentations about hate crime in Redbridge and their organisations' responses. Key trends were identified, including
  - A rise in anti-Muslim hatred
  - Under reporting of disability hate crime
  - Lack of support for BAME LGBT+ community
  - Anti-Semitism
  - Brexit and the potential for this to be a cause of hate crime

There was discussion around whether there were overlapping services, and if we were getting the best possible value for money, and also the issue of under reporting of hate crimes. It was acknowledged that much more needed to be done to make people aware of the many different ways in which hate crimes could be reported. It was also pointed out that rough sleepers are becoming targets for hate crimes, but that their status isn't recognised in law.

- The Compact: RedbridgeCVS has updated the Compact text to reflect changes in local services and to reduce areas of duplication in the previous text. It was agreed that sections on Co-Production and Social Value would be added to the latest draft.
- Co-Production: as part of the discussions of an updated draft of the Compact, it was agreed that a new section on Co-Production should be included. The meeting agreed that the following definition would be used in the Compact: *"Co-production is when an individual influences the support and services received, or when groups of people, including those with protected characteristics and other relevant groups, get together to influence the way that services are designed, commissioned and delivered."* LBR offered to provide training to PaVSP members on Co-Production during the period of the Compact review.
- Redbridge Council Grants Review: Randal Smith (LBR) gave an update on progress in relation to the Council's ongoing review of its grant funding for the voluntary sector.



**The Deputy Mayor of Redbridge, Councillor Taifur Rashid, and Ross Diamond, RedbridgeCVS, meeting Citizens Advice Redbridge at Redbridge Community Day, August 2019**

#### 4.3. Meeting on March 13<sup>th</sup> 2019

The meeting heard reports and held discussions on the introduction of Universal Credit in Redbridge:-

- Patrick Williams from Redbridge Foodbank reported that the Foodbank had seen a huge increase in the number of clients accessing Foodbank services since the introduction of Universal Credit (UC) in Redbridge with 5,350 parcels distributed in the last year – up about 1,000 from the previous one. Of the 2,900 adults who

- received assistance, 1,795 were referred by JCP, with the remainder from 278 other referral agencies. Virtually all of the JCP referrals attributed their attendance at the Foodbank to UC, and it is clear that it is having a devastating effect on people's lives.
- Susanne Rauprich, Citizens Advice Redbridge, talked about their work, and the impact that UC was having. CAR currently have 229 clients, facing 240 different issues including many arising from UC. She gave an example of a client who had a child with mental health problems and sight impairment. The client made her UC claim in April but did not receive payment until June. She was also eligible for Child Tax Credit but had not been paid for the full period of her entitlement. With the support of CAR she was successful in getting back payments of CTC and the advisor also assisted her to make a DLA claim. Susanne went on to talk about "Help to Claim" which CAR will be running from April. This is a national service supporting people to make a Universal Credit claim - from initial claim to first full payment. The service will provide support to Redbridge residents from April 2019 - March 2020. It doesn't include managed migration. CAR currently have 8 paid staff, which will increase to 12 from April. The bulk of advice is delivered by volunteers.
  - Dawn Cove, LBR, said that the Council are putting more resources into supporting people during the introduction of UC, but the DWP administration grant keeps going down and this is not sustainable longer term.



**Redbridge Community Day August 2019**

#### 4.4. Meeting on April 17<sup>th</sup> 2019

The meeting heard reports and held discussions on the following key items relating to older people in the borough:-

- Crew Manager Jim Jobson and Firefighters Chloe Cornhill and Megan Cutts from Redbridge Blue Watch gave a presentation about the work of the Redbridge Fire Service. They explained that the service is part of the LFB which is made up of 102 stations across 32 boroughs. In addition to dealing with fires they also respond to road traffic accidents, floods, people trapped in lifts or vehicles/homes as well as rescuing animals and working with other agencies. In addition, they also provide Home Fire Safety visits (over 2000 a year in the borough) – predominantly to older people. They also undertake visual audits; work with local charities; visit care homes (etc) to undertake Group Risk visits; provide school visits; undertake safety inspections of local business and schools; inspect LFB equipment (eg hydrants) and inspect possible hazards in public spaces and hospitals, stations etc.

- Andreea Albu, Chief Exec of Age UK RBH, gave a presentation outlining the work of Age UK, which is an independent, registered charity, and part of the national Age UK brand. Its aim is to promote the wellbeing of older people living in the three London Boroughs of Redbridge, Barking & Dagenham and Havering and they have a range of services that aim to reduce loneliness and isolation for older people. Their team of 30 staff and 180 volunteers provide direct support to approximately 3,600 older people each year.
- Catherine O'Keeffe, the RCSS Operations Director informed the meeting about their range of services provided by this local charity. They take a whole-family approach and work with carers from 17-99 years old. It is free to join and you don't need a formal referral to receive support. They are supporting around 3,500 carers in Redbridge – though there are certainly many more that they don't know about (including those who don't – or don't want to - recognise themselves as “carers”). RCSS has 15 staff – but only 3 are full time. They have 6 front line staff and a Board of Trustees (most of whom are ex-carers). They focus on rights and entitlements of carers, including the right to a Carers Assessment, as laid out in the Care Act.
- Compact: The Chair reported that the last draft of the Compact had been circulated to members and undergone a final review by the voluntary sector at the April Voluntary Sector Network meeting. He said that no further changes had been suggested at the Network meeting and Ross Diamond said that the responses RedbridgeCVS had received on the latest draft were all agreeing to its content. The PaVSP agreed to formally recommend the adoption of the 2019-2022 Compact.