

Papers for the

Redbridge Voluntary Sector Network

This month: Changes to NHS Community Urgent Care

1 to 2.30pm, Wednesday 11 July 2018

Sandwiches from 12.30pm

York Room, Redbridge Central Library, Clements Rd, Ilford IG1 1EA

Agenda

1. Introduction and apologies
2. Minutes of last meeting, matters arising
3. Reports from voluntary sector representatives
4. **Changes to NHS Community Urgent Care - Barking & Dagenham, Havering and Redbridge CCG**
Community Urgent Care refers to services for people who need to see someone that day about a physical or mental health problem, but who aren't ill enough to go to A&E. These include urgent GP appointments, the GP out of hours service, seven GP access hubs and four local walk-in services. People find the current services confusing, and the NHS are planning changes.
5. Any other business
6. Next meeting: Wednesday 12 September, York Room, Redbridge Central Library, Clements Rd, Ilford IG1 1EA

More information

If you have any questions, contact Colin Wilson on 020 3874 4135 or at colin@redbridgecvs.net

Anyone involved with a voluntary or community sector group which is based in Redbridge or works with Redbridge people is welcome to attend Network meetings – just come along!

Minutes of the Redbridge Voluntary Sector Network

13 June 2018

1. Present

- Nessar Ahmed, Age UK
- Jai Aswani, Run-up One Place East
- Stuart Bellwood, Seven Kings ward
- Helen Butler, Glasspool Charity Trust, Foodbank
- Fadumo Farah, Somali Welfare Trust
- Lisa Matthews, Redbridge Institute
- JoAnne McConnell, WOI
- Mike Ratcliffe, Ilford Shopmobility/Disability Redbridge
- Hari Rattu, Imagine Redbridge
- Harvey Sharpe, Newbridge School
- Wendy Taylor, Ilford Drop in for the Homeless
- Liz Pearce, RedbridgeCVS
- Colin Wilson, RedbridgeCVS
- Lynette Jackman, RedbridgeCVS

2. Introductions and apologies

Colin welcomed everyone to the meeting. Apologies for absence were received from:

- Alan Banner, Redbridge Pensioners Forum
- Angela Banner, Redbridge Pensioners Forum
- Vera Hunt, Redbridge Voluntary Care
- Catherine O’Keeffe, Redbridge Carers Support Service
- Ross Diamond, RedbridgeCVS

3. Minutes of the last meeting

The minutes of the last meeting were approved.

4. Matters arising

GDPR

Colin will be including a brief article about GDPR in the next issue of “Community” which will be out by the end of the month.

Community information

Harvey Sharpe commented that the way Redbridge Council organises their website is unhelpful. Previously you could enter a specific date and the site would list all the events on that day. Now events are divided into different

categories, making the site harder to navigate. Liz Pearce said that she would take the matter up with the Council.

5. Reports from voluntary sector representatives

Liz spoke on behalf of Ross Diamond.

Plans for the Town Hall area

Enterprise Redbridge a Council body which aims to support local business, employment and social enterprises. Their last meeting focused on plans for the Town Hall and surrounding area. The Council has got funding from the GLA’s Good Growth Fund and will be developing a new range of services under the banner “Spark” – a food market, work space for artists and a craft market. We will provide more information when we have it. There is some potential for voluntary organisations to engage with the Council, if any of you have any thoughts or comments please contact either Ross or Liz.

Public and Voluntary Sectors’ Partnership

We understand that this group will be reforming after the local elections. There are five places on this body for voluntary sector representatives and elections will be held for these.

Refreshing the Redbridge Compact

We understand that a review of the Compact will begin shortly. The Compact is a formal agreement between the public sector and voluntary groups about how they can work together effectively.

Premises for voluntary groups

The Council are in the process of developing an asset strategy, taking into account what properties they own. A manifesto commitment prior to the local election was that the Council would work with RedbridgeCVS to ensure the voluntary sector had suitable premises. We will report back on progress.

Awards for volunteers

Team London, the Mayor of London’s volunteering programme, runs annual awards for volunteers. Nominations are open with a deadline of 25 July. Information can be found at <https://www.london.gov.uk/what-we-do/volunteering/effective-community-engagement/team-london-awards-2018>

Community Day, 30 August

A Community Day will held be on Thursday 30 August – we plan to have stalls along the High Road in a market-type layout. Work on the gas main in the area may or may not be finished in time, so we can’t be sure yet how many stalls will be available.

Banners at the Town Hall to advertise community events

A question was raised regarding placing of banners outside the Town Hall. Liz reported that if you provide a banner two weeks before your event the Council will hang it up outside the main doors of the Town Hall. Also if you speak to Vision they will grant permission for a banner to be placed on the railings of the car park behind the Town Hall.

Availability of Council officers

People expressed concerns that Council services have been moved out of the Town Hall and few staff are available to deal with issues raised by the public. Sometimes it's not clear what the contact numbers of officers are. Liz said that she would take the concerns back to Ross. RedbridgeCVS will be in contact with the Chief Executive and the Leader expressing the concerns raised about the Council website, availability of officers and provision of phone numbers. We will report back on their responses.

Grants workshops

Colin announced two workshops relating to grants – full information can be found in the events calendar on the RedbridgeCVS website. A free workshop on the Council's community grants programme will take place at 3pm on Tuesday 3 July: it should help groups submit applications that are more likely to be successful. A free workshop on developing a heritage project and getting funding from the Heritage Lottery Fund will be held at 10am on Wednesday 18 July. "Heritage" includes the history of local communities as well as historic buildings.

6. Universal Credit

Rehana Akram and Linda Devereux, DWP

Linda Devereux set out the aim of Universal Credit, which is to get people into work. Universal Credit is designed to fit the capabilities of the individual: support will be provided for those who can't currently work due to circumstances such as homelessness, mental health problems or problems with drugs or alcohol.

Universal Credit combines six benefits into one and reduces the three bodies that administer them to one centralised organisation.

- Universal Credit is a digital, flexible and personalised system.
- It reduces barriers to work, incentivising people to move into work. Claimants are assigned a work coach to help them find employment.
- It also helps people on low income to earn

more and get on in their job.

- Customers can use tablets and smart phones to access information about their claim online.
- Information about activities concerned with the claim is maintained through the claimant's "journal". This is an online system through which they can message their work coach or the service centre, or upload various documents and other work search information. Similarly the work coach or service centre will contact the claimant via the journal.
- When a message has been left on their journal, a text or email is sent to the claimant advising them of this.
- A video which shows how to claim Universal Credit can be found at: <https://www.youtube.com/channel/UC7Km4IXfVJB1n8SQUmkJD0Q>
- Claimants are asked to sign a contract to say that they will actively look for work for as many hours as they would normally work.
- Benefits are paid monthly in arrears and personal budgeting support is available.
- Some claimants will need help with online systems. Job Centres will have computer suites for those who don't have internet access and or computers/smartphones. Frontline staff will be on hand to assist in making an application. If a claimant requires a home visit then a DWP visiting officer will be arranged. There is a Freephone number where assistance can be gained - ring the Universal Credit helpline on 0800 328 5644.
- Staff will also be available at Lynton House to support people with their claims.
- Advance payments are available from Universal Credit, for example to cover emergency situations. These must be repaid over a 6-12 month period.
- This a working-age benefit. When claimants reach retirement age, they will be moved to State Pension Credit.
- At the moment, only new claimants will get Universal Credit. People currently receiving the benefits replaced by Universal Credit (called "legacy benefits") will continue to receive them. The government aims to have all claimants migrated to Universal Credit by 2022.
- Benefits people receive because of their health or care needs (such as Attendance Allowance)

will remain separate from Universal Credit.

- People who don't have English as their first language will have to speak to an adviser at the Job Centre using a translator by telephone. Language barriers will have to be addressed and overcome to enable them to progress into work.
- Couples will normally receive one payment between them. Both have to look for work (unless they are unable to look for work) in order to receive Universal Credit.

The concern was expressed that homeless people will be hard hit by these changes as they have no access to computer facilities and the system will be too complex for them to cope with, eventually resulting in them dropping out of the system altogether. Rehana and Linda responded that maintaining support for these vulnerable people is of the utmost importance.

One participant commented that on the back of a prescription there is no box to tick to say you are receiving Universal Credit. Rehana and Linda thought this form would be revised. In the meantime, claimants can print off relevant information to show proof that they are receiving Universal Credit.

An in-depth explanation of Universal Credit can be found at: <https://www.gov.uk/government/publications/universal-credit-and-you/universal-credit-and-you-a>

Colin said that it would be useful to coordinate voluntary sector experience of Universal Credit

across the borough, and he would feed back to Ross about how we do this. Rehana and Linda suggested that voluntary groups could liaise with the DWP Borough Relationship Manager.

7. Any other business

Stuart Bellwood advised that there will be a Community Festival on 15 July in Barley Lane Recreation Park. The event is free to enter and will run from 11am to 4pm. If groups would like to have a stall (£5 fee) they should apply to janice.hunte@visionrcl.org.uk

8. Next meeting

1pm, Wednesday 11 July, Redbridge Central Library, Clements Road, Ilford IG1 1EA.

There is no meeting in August: the first meeting of the autumn is on 12 September.

RedbridgeCVS is funded by:

