

## **MID DEVON DISTRICT COUNCIL**

### **MINUTES of a MEETING of the COMMUNITY WELL BEING POLICY DEVELOPMENT GROUP held on 18 August 2015 at 2.15 pm**

#### **Present Councillors**

Mrs J B Binks (Vice Chairman in the Chair),  
Mrs E M Andrews, Mrs C P Daw, R M Deed,  
F Letch, B A Moore, Miss C E L Slade and  
Mrs E J Slade

#### **Apologies Councillor(s)**

Mrs B M Hull and Mrs A R Berry

#### **Also Present Councillor(s)**

Mrs G Doe, C R Slade, Mrs M E Squires and R L Stanley

#### **Also Present Officer(s):**

Jill May (Head of HR and Development), Amy Tregellas  
(Head of Communities and Governance and Monitoring  
Officer), Rob Fish (Principal Accountant), Catherine Yandle  
(Internal Audit Team Leader) and Julia Stuckey (Member  
Services Officer)

#### **Also in Attendance:**

Julian Chidgey and Deborah Bridge-Elerick, Age UK  
Pippa Griffith, Tourist Information Service

## **15 APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from the Chairman, Councillor Mrs B M Hull (Vice Chairman, Mrs J B Binks was in the Chair) and from Councillor Mrs A R Berry who was substituted by Councillor Mrs C P Daw.

## **16 PUBLIC QUESTION TIME**

There were no members of the public present.

## **17 MINUTES OF THE PREVIOUS MEETING**

The Minutes of the last meeting of the Group were approved as a correct record and **SIGNED** by the Chairman.

## **18 CHAIRMANS ANNOUNCEMENTS**

The Chairman informed the Group that she had recently been in contact with a Rural Support Officer and a representative from Drink Wisely, Age Well and that she had arranged for them to provide a presentation at a future meeting of this Group.

## 19 **CLINICAL COMMISSIONING GROUP (00:04:29)**

The Committee had invited Mr John Finn of the Northern, Eastern and Western Devon Clinical Commissioning Group (CCG) to attend the meeting. However, the CCG had written to inform the Group that that since a Governing Body decision, made on 16<sup>th</sup> July, the CCG had agreed that the next step was to attend the Devon Health and Wellbeing Scrutiny board on 14<sup>th</sup> September. It had been agreed that until then they would not attend any other meetings. The CCG had explained that they would be keen to attend a meeting after that date.

It was **RESOLVED** to invite the Clinical Commissioning Group to attend the next meeting of the Group and that the focus be on the future of Crediton Hospital.

(Proposed by the Chairman)

Note: - i) Briefing note previously circulated and attached to Minutes.

ii) Councillors F W Letch and Mrs J B Binks both declared personal interests as they were both Members of Save Our Hospital Beds Crediton.

## 20 **GRANT RECIPIENT PRESENTATION (00:07:30)**

The Group had before it and **NOTED** a report \* from the Grants and Funding Officer providing supporting information regarding Age UK and the Tiverton Tourist Information Service, who were both represented at the meeting, giving presentations regarding their work.

Age UK were represented by Julian Chidgey, Fund Raising and Development Manager and Deborah Bridge-Elerick, Chief Officer.

Mr Chidgey informed the Group that in the last year Age UK had over 4,500 interactions with local older people, had helped people to access over £650,000 of benefits that they didn't know they were entitled to and that volunteers had contributed 16,500 hours, and driven 60,000 miles to help deliver services.

He explained that in 2011 the population of Mid Devon was 77,800 but that this was predicted to rise to 89,700 by 2024, the largest increase being those of retirement age. As the demand for services grew, they were responding to the need, either by expanding current services, or introducing new ones. Examples of these were:

- In 2012 they launched their volunteer visiting service. Many of those accessing this service had recently gone through a life changing experience such as bereavement, or serious illness. A high percentage lacked self-confidence or suffered from isolation and loneliness. Over the last three years the demand for this service had increased by over 100%. They were also trialling a telephone support service; this would allow them to meet the current local demand for support, without substantially increasing travel costs.
- Their I.T service was also experiencing unprecedented demand. It was now considered that basic IT proficiency was no longer simply a luxury for older people, as so many forms and application processes were now completed on-line. This was compounded by many older people living in rural locations, where visiting the local town to pick up a form was not an easy task. To meet

this demand they were offering I.T taster sessions and also giving advice on the use of tablets and mobile devices, which were now far more commonly used than traditional computers.

- Another area where Age UK had been asked to focus, by many local older people, was on services aimed at men. Many older men found it very hard to ask for help and support. A one year trial of the Men in Sheds service had been undertaken during which time they had seen real value and demand. However, to drive this project forward it was important that it was built on solid foundations. With this in mind, they intended to create a permanent base for the project, by the end of this year, at the Haven activity centre, once purchase of the building was complete.

Ms Bridge Elerick went on to explain what Age UK was planning with regard to Dementia Services. She informed the Group that there were 850,000 people living with dementia in the UK and that based on local records Tiverton had around 722 people with dementia. The proposed plan was to create the Tiverton Dementia Action Alliance, which included the District Council, the Town Council and many other groups and organisations. The aim of the alliance was to improve the experience of visiting the town for those suffering and to increase the understanding of workers. Training would be provided to key members of organisations who would then cascade this to other staff.

Discussion took place regarding:

- Work that Age UK were undertaking in other areas of the District. The Officers from Age UK acknowledged that they had in the past mainly been centred around the Tiverton area, however they were now working to provide services in other parts of Mid Devon;
- The Tiverton Dementia Action Alliance involved several groups and organisations but Age UK were the lead;
- Referrals to Age UK came by self-referral, walk-ins, referrals from social workers, complex care representatives from the hospitals and a mix of professional and family referrals;
- It was hoped that the Dementia Action Alliance could be used as a model that could be adopted in other areas.

The Chairman thanked the representatives from Age UK for their presentation.

Ms Pippa Griffith, Director of Tiverton Museum, which was the home of the Tourist Information Service, updated the Group on the service being provided.

She explained that the Museum had won the contract to operate the Tourist Information Service (TIS) and had opened in October 2013. She informed the Group that the Museum recognised the importance of this service and the synergy of the two provisions. Signage had been erected to direct the public to the new TIS from the town centre and from the old TIS offices. External and internal signage and leaflets at the museum integrated the services and the introduction of the TIS had allowed enhancements to under used areas at the Museum. She further explained

that the facilities were receiving a positive response from customers and that they had been able to achieve some sponsorship from local businesses.

Ms Griffith outlined the services provided by the TIS which included tickets sales for local events, coach tickets, the promotion of local accommodation and activities and the issue of cycling and walking route information. They were working with other local organisations to promote the Explore Tiverton website and in the future would be taking bookings for the new coach park.

Two members of staff, on a job share basis, had been appointed and they were supported by a number of volunteers.

Ms Griffith reported that the Museum Trust was pleased with the combined service and that they considered the profile to have been raised within the town. Performance was so far showing a steady increase but at this time it was too early to confirm statistics. The service cost £14,700 which paid for staffing, stationery and telephone expenditure.

Ms Griffith was pleased to be able to inform the Group that the TIS service had been awarded a Bronze Award for Tourist Information Services in the Visit Devon Tourism Awards for 2014.

The Chairman thanked Ms Griffith for her presentation.

Note: - i) Report previously circulated and attached to Minutes.

ii) Councillor Mrs E Slade declared a personal interest as she was a Trustee of the Museum

## 21 **FINANCIAL MONITORING (01:00:07)**

The Group had before it and **NOTED** a report \* from the Head of Finance presenting a financial update in respect of the income and expenditure so far in the year.

The Principal Accountant outlined the contents of the report, explaining that at this stage the predicted deficit for the year was £78K. If this was the case at year end the reserve would be reduced to £2.3M.

The accountant explained that the purchase of Market Walk had taken place after budgets had been set for 2015/16 and that it was predicted to show a surplus of £363K. Interest payments, repayment of the loan and expenses had to be allowed for and any surplus could be reinvested in economic development.

An area relating to the remit of the Community Well Being PDG showing a significant variance was planning. This was due to enforcement action on a property and additional costs of the Forward Plan.

Recreation and Sport was predicted to show an overspend at the end of year. A report from the Leisure Service had previously been requested for the next meeting of the Group.

It was **AGREED** that a Member Briefing be put in place to explain the monitoring report.

Notes: - Report previously circulated and attached to the Minutes.

## 22 **PERFORMANCE AND RISK (01.28.33)**

The Group had before it and **NOTED** a report \* of the Head of Communities and Governance providing Members with an update on performance against the corporate plan and local service targets for 2015/16 as well as providing an update on the key business risks.

The Audit Team Leader explained that all performance indicators within the remit of the Group were performing above target with the exception of Leisure. This was due to an overspend on maintenance including some unplanned work on plant and the repainting and cleaning of the tennis courts at Exe Valley, as well as payment of the feasibility study for the extension there. A promotion in the previous year, which gave 15 months membership for the price of 12, had resulted in a drop of renewals but this was expected to rectify itself in October. Swimming income was down for both sites but this was a national trend.

Note: - \* Report previously circulated and attached to Minutes.

## 23 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING**

Leisure Services  
Clinical Commissioning Group  
Youth Services

(The meeting ended at 3.50 pm)

**CHAIRMAN**