

Meeting	Hackney Advice Forum
Date/Time	Thursday 13 June 2019, 10am-12pm
Venue	Hackney CVS, 24-30 Dalston Lane, E8 3AZ
Chair	Emma Triggs- Social Action for Health (ET)
Note taker	Shamima Aktar, Hackney CVS (SA)

Attendees

<u>Name</u>	<u>Organisation</u>
Batya Wiles (BW)	Chizuk
Benno Allermann (BA)	East End Cab
Cecilia Beckett (CB)	Hibisous Dance Group
Clarissa Trevor (CT)	Hoxton Trust
Dennis Thomas (DT)	Stoke Newington Youth Hub
Douglas Racionzer (DR)	HCD
Ella Ritchie (ER)	Hackney Local Offer
Finn Keaney (FK)	Mind in the City, Hackney and Waltham Forest
Fiona Daley (FD)	East End Cab
Gulnur Salih (GS)	Turkish Cultural Cypriot Association
Gunter Gosain (GG)	Peabody
Hazel Harris (HH)	City YMCA
Hazel Saunders (HS)	DeafPLUS
Jackie Brett (JBR)	Hackney CVS
Jahanara Khanom (JK)	Fair Finance
Karl Donaldson (KD)	Wipers
Kritika Subramanian (KS)	Volunteer Centre Hackney
Laura Prikken (LP)	Shoreditch Trust
Lee Baylis (LB)	Heartfelt Fitness
Lola Njoku (LN)	Healthwatch Hackney
Margarette Herbert (MH)	Ashley Court
Martha Walker	St Joseps Hospice
Michael Posen (MP)	Agudas Israel Community Services
Mikail Kaya (MK)	Derman
Nana Agyeman (NA)	Access UK
Natalie Pink (NP)	Mrs Independent Living
Nicolette Wilson (NW)	Peabody
Nurul Chowdhury (NC)	Family Action
Patsy Alfred (PA)	Hackney Independent Parents (HIP)
Patricia Charlesworth (PC)	Hackney People First
Rehana Akram (RA)	DWP
Rosie Oglesby (RO)	Hackney CVS, Migrant Support Network
Sammy Odoi (SO)	Wipers
Simin Azmi (SAZ)	Refugee Women's Association
Stephen Hanshaw (SH)	DWP
Wai Yiu Lam (WYL)	Chinese Centre
Apologies	
<u>Name</u>	<u>Organisation</u>
Amos Philips	Peabody

Maureen Ford	Peabody
Petra Silvкова	Peabody
Sue Sintonsmith	Daefblind UK
Susan James	The Guinness Partnership
Speakers	
Ann Marie Payne (AMP)	City & Hackney Carers Centre
Joanna Blackwood (JB)	Hackney Council
Poppy Middlemiss (PM)	Public Health
Mohammed Mansour (MM)	Hackney CVS

Agenda Items

1	Welcome and Introduction
2	Minutes of last meeting
3	City & Hackney Carers Centre- Hackney Brocals and Dementia Discussion Projects
4	DWP update – Stephen Hanshaw, DWP
5	Hackney Advice Grant (New Providers and Services)- Presentation by Joanna Blackwood (Hackney Council) and Poppy Middlemiss (Public Health)
6	Hackney Advice Grant- The role of Hackney CVS- Mohammed Mansour and Jackie Brett
7	Date of next meeting
8	Any Other Business

1. Welcomes and Introduction

The meeting began by everyone introducing themselves and saying what organisation they represent.

2. Minutes of last meeting- Agreed

3. City & Hackney Carers Centre – Hackney Brocals and Dementia Discussion Projects

Anne Marie, Brocals Project Manager.

AM gave a short presentation on City & Hackney Carers Centre, Hackney Brocals Project and Dementia Discussion projects.

Click [here](#) for the presentation

The presentation covered the following points- overview of the presentation from AM

City & Hackney Carers Centre: What is Carer?

- A carer is anyone that looks after (unpaid) someone that requires support.

- The person requires the support from the carer due to having range of mental, physical disability is unable to cope.
- Carer centre supports these carers to get carers assessment.
- Carers centre is like a one stop shop where any carer can come to.
- At Carers centre they can refer, advice, help people with form i.e. benefit forms.
- They run social support, counselling services, life coaching to make the carers job run smoothly.

Further information about City & Hackney Carers centre can be found here -

<https://www.hackneycarers.org.uk/>

Hackney Brocals Project- overview on the new project:

- This project is funded by Connect Hackney (<https://www.connecthackney.org.uk/>)
- This is a multi-generational befriending project for men 50+ who are residents of Hackney.
- Series of training to drive the minibus is provided – if they have a license they take each other in series of trips around London.
- The buddying scheme - older men are matched with younger volunteers and they support them to come out (to help with the isolation)
- If you want to learn more about this project you can:
 - ✓ Call City & Hackney Carers centre on 020 8533 0951
 - ✓ Go on line www.brocals.org
 - ✓ Search up on Instagram/twitter for #Hackneybrocals or #brocals

Dementia Discussions Project- overview on the new project:

- The project manager for this project is Sarah Noakes
- The numbers of dementia carers are to rise more than a million in the next 7 years.
- This project is all delivered online
- A toolkit has been created by Sarah called 'Carers crisis toolkit'.
- There is a live Q&A series where the expert answers and it is broadcasted on the web.
- There is online learning and support group where carers can meet with other carers caring for someone with dementia.
- If the carer is not able to access/use this service online, they have a team of volunteers that can meet with the carers and provide one to one support and teaching.
- If you know anyone that is caring somebody with dementia, then call City & Hackney Carers centre on 020 8533 0951.
- Further information about this project can be found here-
<https://www.hackneycarers.org.uk/dementia-discussions>

4. DWP Update

Stephen Hanshaw Partnership Manager – Hackney, Tower Hamlets & City of London DWP (Department for Work and Pension).

Help to claim service:

- 'Help to claim' is a piece of work in partnership between CAB (Citizen's Advice Bureau) and DWP.
- Help to claim has been piloted in east end area which is Newham, Tower Hamlets and Hackney from 4 January 2019. It went national from the first week of April 2019.
- Help to claim is the branding what it means is help those who require the support to claim universal credit.
- CAB colleague are co-located and are based at the job centre in Newham, Tower Hamlets and Hackney 3 days a week.
- The service is more like a drop in- when you go to the job centres you can ask for them at the help desk.
- The idea of this service is to support individuals that require the help to i.e. create emails, Support around banks, liaise with work coaches at job centres.
- The mainstream work CAB does will not be delivered at Job Centre.
- The poster for this service is quite limited, in the meantime if you go to the job centres you can ask for this service- will be sticking a poster on the door of the job centres so as you walk in to the job centre you can see it.

Other Updates on UC:

- Pension claim as an option has been removed- legislation now states if you are on a couple pay one is pension age and one not pension age you must claim universal credit.
- Non digital Claim- UC by default is digital platform, the change that came in 1st week of January 2019 because of capacity, digital skills, legal reason if you are not able to use the different service in that way you now have the opportunity to make the telephone to universal credit service centre and ask for non-digital claim.

Questions and Answers

Q. If the claim was rejected will individuals receive the help with this from CAB?

A. SH- '*This service will fall under Citizens Advice Bureau mainstream service.*'

Q. In terms of publicity on the help to claim service, is it possible to have it advertised on their white and black notice board?

A. SH- 'Yes sure this is possible; this should be promoted.'

Q. In regards to the non-digital claim with someone with learning disability/difficulty, this will be inaccessible, are there other methods?

A. SH- 'We have supported people with learning disability/difficulty, there are specialists within the job centres who will be able to offer the support required.'

ET updated all there is a universal credit steering group that takes place every six weeks. Amos Philips is our representative that attends those meeting. If anyone has any specific issues or feedback that needs to be addressed, please email shamima and we can liaise with Amos to bring it up on a wider context with the council.

Action- SH/BA share the '[Help to claim' leaflet](#) to SA to share with all.

5. Hackney Advice Grant (New Providers and Services)- Presentation by Joanna Blackwood (Hackney Council) and Poppy Middlemiss (Public Health)

JB and PM attended the meeting to talk about the Advice which started in May 2019. The council along with advice organisations have spent a lot of time observing advice sessions, recording what people have asked for in their own words and followed people through advice services. Based on what they found out they developed a new framework for the advice grants.

PM spoke about her involvement as part of Public Health which is through the organisations that are delivering in health settings which includes GP surgeries, Homerton hospital etc. Public Health previously funded an advice service in health settings. The service was reviewed in light of the advice review. A decision was made to combine the resources with the grant funded advice service, but ring-fenced for advice delivered in health settings.

The presentation on Hackney Advice Grant framework was presented by JB.
Click here for the presentation

The organisations that are funded are:

1. Age UK East London
2. Agudas Israel
3. Citizen's Advice Bureau (CAB)
4. Carer's Centre (CAB Partnership)
5. Day-Mer
6. Deafplus and Vision Plus – HAS
7. Derman (CAB Partnership)
8. Fair Money Advice
9. Hackney Chinese Community Service

10. Hackney Community Law Centre
11. Hackney Marsh Partnership – health setting only (CAB Partnership)
12. Hoxton Trust- health settings only-(CAB partnership)
13. MIND –HAS
14. Money A&E –HAS
15. North London Muslim community centre (CAB partnership)
16. Off-centre (CAB partnership)
17. Praxis
18. Refugee Women's association-HAS
19. Royal Society for Blind Children-HAS
20. Shelter

Questions and Answers

Q. The organisations that are funded, would it be possible to have access to the list of activities they provide?

A. JB- 'We are working on a map that will set out what organisations provide within advice and other activities they provide. We are aware a lot of the organisations do things outside of advice which would fall into that support category around i.e. counselling, health advocacy etc'.

Q. One of the departments in the council do not know where to refer people?

A. JB- 'We have a communications plan which includes talking to Council teams. If there are particular department that we can get in contact with let me know.'

Q. Is there a toolkit out there that can help new service provider to apply for these grants?

A. JB- 'We don't have a toolkit. The Advice framework sets out our approach.'

Q. There is concern around all the other organisations that may provide advice or that may have service users that may want advice whether there was a way of having some centralised referral pathway that could be like where the services are, will there be like a map or spreadsheet? It is just ensuring the wider community are able to access advice in Hackney.

A. JB- 'As well as providing information on what providers do, the map will set out how to access their services.'

JB suggested to either invite her or the other organisations to share data information on how the project is going.

Action- To either invite JB or any of the funded organisations to attend either the next or future HAF meeting to give update on the project.

6. Hackney Advice Grant – The role of Hackney CVS – Mohammed Mansour

Hackney CVS role- MM:

- Hackney CVS will be working as a support role
- We will support the council as a funder and funded organisation to learn and introduce new way of working at the same time trying to test what other ways help to achieve and evidence what matters to people have been achieved.
- We will work with funded organisations to come together and see how organisations can work together much better than the past.
- Some of the organisations have been working together closely and have strong partnership- it is about how we can build on the practices there that already exists.
- In regards to the access measures we want to think about what is preventable and what is achievable.

What MM has been doing so far:

- MM has met with number of the funded organisations to understand how their services work, where the cost is and how the service has been pursued by the service users
- MM is aiming to meet with all the funded organisations by end of June.

Questions and Answers

Q. There is a concern here about confidentiality of sharing the client's information's, how is all this going to be filed?

A. MM- 'If we need to introduce a way if organisations are sharing information with each other we will go down the route of consent GDPR etc, with the GDPR organisations should be compliance and understand to share and record information if they do not I will be worried, all the data they are going to give back to us will be anonymised.'

A. JB- 'Just to add with regards to concerns for individual organisations, it is about looking at the system of what is getting in the way i.e. the kind of things people are referred out to, we will be looking at that kind of journey, it is about the system.'

MM suggested to share some of the learning at the next Hackney Advice Forum Meeting.

7. Date of next meeting

Action- SA to set doodle poll for October/November.

8. Any Other Business

Migrant Support Network – Rosie Oglesby, Development Coordinator

- New project started called Migrant Support Network
- The idea is to support frontline organisations working with refugees and migrant on health and wellbeing issue- we are trying to help you to strengthen service delivery for refugees and migrants by helping you to build capacity and find ways to fundraise together.
- This is a new project and open to anybody working with refugees and migrants whether your organisation is starting for that or you have high population of refugees and migrant service users.
- We are at early stage and are happy to talk to anyone who is interested.
- There is a meeting on 19th June at Hackney CVS 13:00-14:30, for anybody that is interested to find out more

Action- RO to share information with SA to share to all.

JBR- Health and Social Care Forum

- Our next Health and Social Care Forum is held 24th June
- An update about the whole integrated commissioning system will be given.
- There will be an update on the voluntary sector led neighbourhood pilot we are just starting (Well Street Common) which is based around social determine health.
- The second part of the meeting will be on the special interest group i.e. Mental Health, Learning Disability, Older People and User Led.

Action- SA to send details of the meeting to all.

END