

Intergenerational Age Hub

19th February 2019

Actions and notes



Attendees

- Joanna Glaves , Age Uk Sheffield
- Luke Bassett (Co chair)
- Alan Carter (Co Chair)
- John Bisby, Age UK Sheffield
- Elspeth Lusby, Age UK Sheffield/Sheffield 50+
- Helen Rowe, Age Uk Sheffield/Sheffield 50+
- Molly Fitzpatrick, South Yorkshire Police Community Safe Partnership
- Avril Banks
- Mike Pettitt
- Jake Sutcliffe, SYC
- Martin Brighton, VolComHelp
- Kath Housley, LGBT and Hub
- Manju Ray, Age UK Sheffield
- Emma Hinchliffe, Sheffield Futures
- Andrew Male, South Yorkshire Police Community Safe Partnership

Apologies

- Kathryn Parsons]
- Jude Smith

Actions

- Laura Cook – feedback to mental health services, feedback regarding email acknowledgements and to send Joanna detailed notes of issues discussed in this meeting
- Joanna Glaves – Provide Laura Cook and Molly Fitzpatrick's contact details to members in addition to her own for contact:
- joanna.glaves@ageuksheffield.org.uk,
- l.cook@healthwatchsheffield.co.uk
- Molly.fitzpatrick@southyorks.pnn.police.uk

Item 1 Welcome, introductions and conflict of interest declarations

- Introductions completed, no conflicts of interest declared

Item 2 Actions and notes from the November 2018 Age Hub meeting

- All Actions and notes agreed

Item 3 Feedback from/to Equality Hub Network Board

- Nothing of note

Item 4 Healthwatch – Laura Cook (Health and Social Care services engagement)

- Discussion around mental health services
 - Should be free at the point of delivery
 - The management of people's personal data after contact with the services does not always get transferred across when other services take over
 - Poor communication between departments and organisations
 - Patients are left feeling 'in limbo' as to what might be done regarding their care
 - Much greater support and care in the community needed for people with mental health conditions

- Feedback regarding Healthwatch itself and what future priorities should be:
 - Outcomes and feedback regarding actions taken need to be more frequent
 - Email feedback needs to be responded to in some form even if just to acknowledge the contribution
 - Laura explained that it's not always possible to address each piece of feedback from individuals as there is simply not capacity within the team but all feedback is used to establish trends and themes and steer future work
 - More outreach work is needed to reach a greater demographic of people
 - More work needs to be done around gathering feedback and input from LGBT and BME communities around the city Enlisting Champions from each group may assist with that
 - Healthwatch are looking at Health and Wellbeing via 'Shaping Sheffield'
 - It was raised that housing needs to be addressed as people are living in conditions that directly impact their health People cannot return to their homes after a hospital admission due to poor conditions Barnsley are currently undertaking work to address this issue successfully
 - Healthwatch is looking into asset mapping to identify gaps in services
 - Healthwatch needs to be aware of the work and consultation being done in local area partnerships to avoid duplication

Item 5 Molly Fitzpatrick –South Yorkshire Police, Community Safety Partnership- Hate crime

- Age is categorised as 'Hate Crime Other'
- Molly gave statistics around Hate Crime across Sheffield –If you would like them please contact Joanna Graves
- Hate crime is very under reported in the city and it is thought this is due to a number of reasons such as lack of confidence in the police and fear of repercussions for reporting
- Molly's role is to encourage reporting of Hate Crime and increase awareness of third party reporting centres which at the moment are under utilised
- At this time the main source of reporting is via the main SYP telephony system
- A Hate Crime event is scheduled for Wednesday the 27th of March 2019 to provide an overview of what is classed as Hate Crime and where it can be reported Venue to be confirmed
- Molly asked for feedback as to where might be a good location for third party reporting
 - Football clubs
 - Sports venues
 - Libraries
 - Community centres
 - Schools
 - Universities
 - Colleges

The Group was asked to discuss in groups what they felt SYP were doing well to tackle Hate Crime and what we could improve on:

Positives

- The new chief constable has reintroduce neighbourhood policing
- The Yoyo scheme targets school aged children and provides education around Hate crime It does need to be rolled out in all schools not just few
- Putting a specific role in place to tackle the issue is a positive step

Improve on

- The public don't have any real knowledge or understanding of how the police deal with this type of crime
- How can it be identified? it feels as if its very much perception based
- More effective community engagement is required to prevent extremism
- There is a fear that what you say will be misconstrued and seen as racist as what one person may find offensive somebody else may not
- Hesitancy to act from the police for fear of being considered racist
- Lack of trust in the police
- There is a great deal of frustration around the Police not listening to the feedback being given regularly
- The police being so overstretched makes you feel as if you don't want to report anything
- Information leaflets were co designed – where are they??
- Older people would like to see some kind of work targeted directly for them
- Ofsted inspections should include assessment on this subject

Item 6 Information sharing

- It was agreed that July's meeting would be held after the Sheffield 50+ meeting at SYFR

Date of next meeting

- Thursday 4th of July -4pm-6pm – Room availability still needs to be confirmed