**Suffolk Information Partnership**

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| **ACTION NOTES** | |
| **Title of Meeting:** | SIP Meeting |
| **Date:** | Friday the 11th of October 2019 |
| **Place:** | Stowmarket Fire Station |
| **Time:** | 10:00 – 12:00 |
| **Attendees** | Julie Richer (JR) – Suffolk Fire & Rescue – Chair  Gary Crockett (GC) – East Suffolk Council  Sue Robertshaw (SR)- Orbit Home Improvement Agency  Tracey Barnett (TB) – Suffolk Fire & Rescue  Olivia Gibson (OG) – Customer First  Leanne Buss (LB) – Total Voice/ Voice-ability  Simon Clifton (SC) – Stowmarket Citizens Advice  Susan Meekin (SM) – Citizens Advice North East Suffolk  Emma Currie (EC) – Suffolk County Council  Sophie Gower (SG) – Suffolk Carers Matter  Lisa Brennan (LBN) – Suffolk Libraries  Kellie Dimmock (KD) – Suffolk Libraries  Susan Matenga (SMA) – Suffolk County Council ACS  Sue Kennedy (SK) – Age UK Suffolk |
| **Apologies** | Teresa Goldson –DANES  Lesley Compton – Trading Standards  David Grimmer – Suffolk Family Carers  Sarah Lundley – Suffolk Libraries  Beth Stephens – Access Community Trust, SWAN  Alana Page – Sue Ryder  Debbie Watson (DW) – Wednesdays Child |

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|  | **Agenda** | **Actions** |
| 1. 1. | **Welcome & Introductions**  JR Welcomed everyone to the meeting and Introductions were given by all attending. |  |
| 1. 2. | **Actions from previous meeting – Emma Currie**  EC asked if we could all ensure our project information and link are up to date on the SIP webpage. A social prescribing map has been sent to all with the minutes of the last meeting. | **ALL** |
|  | **Host Organisation Update – Julie Richer**  Mainly business as usual offer consists of home fire safety visits, referrals taken from all partners, fitting of smoke alarms, can give fire retardant bedding, and throws for chairs. Sensory alarms for those with sensory impairments. Would recommend testing smoke alarms in vulnerable people’s homes. Studies have shown that children often can’t hear the smoke alarm while asleep. Hoarded properties and clutter are still an issue. High risk homes need to be logged. Can also provide alarms to organisation to fit them themselves. Cadent can fit an isolator switch to make as cookers safer. Some smoke alarms can be linked with assistive tech.  GC- WHHP has CO2 alarms for vulnerable householders if needed. |  |
|  | **Warm Handover Referrals – Emma Currie**  102 total referrals made in September 2019. Most referrals sent to Customer First (81) , most referrals sent from SFC (37). Organisation were still using the old form, a redirect has been set up. Organisations need to check they are using the updated SIP link. August referrals figures were 132. Most referrals are made from a small number of organisations. |  |
| 1. 3 | **SIP Steering Group Update – Emma Currie**  Belinda Couldridgeinformed EC there is steering group anymore, there appears to be no minutes from the last steering group. The last minutes are from November 2018, which is when the steering groups last met. Senior buy in is a problem, EC to meet with Chrissie Geeson (Public Health) to discuss, it would be helpful if a few other team members to attend also. EC will inform us when she has a date to meet. | **EC/ALL** |
|  | **SCC Customer First referral process**  This agenda item was skipped and will be picked up at the next meeting due to staff availability. |  |
| 1. 5. | **Digital Health & Wellbeing – Lisa Brennan**  Suffolk Libraries Overdrive platform has been updated a new collection has been created called Health & Wellbeing. As wellbeing is broad, scope for other organisation to be involved, it could be another channel to promote your organisation and services. Would like submissions of your projects, requires an image for the cover and an information leaflet. Send any information to [Suffolkwrites@suffolklibraries.co.uk](mailto:Suffolkwrites@suffolklibraries.co.uk). The platform can be found on suffolklibraries.co.uk. Happiness and wellbeing will be the promotion in January. This will be linked with social prescribing where possible. | **ALL** |
| 1. 6. | **Information about events – Emma Currie**  Accessibility needs to be considered for SIP website, the law is changing in September 2020, all public websites must meet accessibility standards, best practice guide, Andy Tipp is taking the lead. The best practice guide will be update accordingly. Investigating usage of browse aloud alongside the SIP webpage. Andy is happy to attend the next SIP meeting in January. **Action** – Can all members think of any questions for Andy’s visit.  The platform info link sits on is due to come to an end latter part of 2020. Requested those who have a vested interest in info link to help provide feedback for a 20 year plan for the next iteration. This will be useful for promoting events which we deliver across Suffolk, how do we pull together events which are running across Suffolk in one place. Future consultation events all members are welcome to be involved in. | **ALL** |
|  | **Brief round table updates**  GC – Warm Homes healthy people still has funding and support for heating, insulation, free home surveys, smart meter support, switching and more. As part of this funding WHHP is working with the Rural Coffee Caravan to deliver energy advice and support, specifically rural areas. If anybody knows any groups who would benefit we are happy to consider holding an event.  SR- Orbit has one year left on it Home Improvement Agency contract, which includes disabled facility grants, adaptations, grants, grab rails and home extensions. They work with teams of technical officers and Occupational Therapists. The technical team has been reduced which has had an impact of wait times, but this is being corrected. The team can also look for any available funding. The team is trialling a handyperson service with a new wellbeing offer.  LB – Total Voice – Has a single point of referral, helps people complete letters and write complaints/remove barriers from people to give feedback on the healthcare they receive. Most support is offered over the phone or they can meet the client in a library or council office.  SC – Stowmarket CA - 41% of all clients are welfare benefit related. Funded by grants and donations, current projects are help to claim (benefits claiming support), the energy programme (running October to March for 2 years) 16% up on client numbers, and 19% up on issues, PIP payment are up 30%, AA claims up 140%. Fuel debt cases are up 105%. Reduction in clients age range 40-44, increases in over 60’s. Long term health condition 57% of total clients, benefit income maximisation project team has been established, 93% of these clients have some form of health condition. 270 clients face to face a month, over 700 calls. General increased need, in part due to the collapse of other support across Suffolk. Meeting with Councillor Rout to discuss future funding.  SM- Citizens Advice North East Suffolk – 4000 people seen last financial year. Funding is uncertain for the future, funding came from CCG and SCC in previous years. Due to location CCG funding is even more uncertain. Social prescribing bid is being completed for East Suffolk Rural (WDC over 65s), tender closes end of October. Due to start 2020, 3 year project. Ann Raven who worked on trusted advisor scheme sadly passed away recently and will be greatly missed.    SK- Age UK- Been awarded 2 grants, one from the Ropes trust for a home visit advisor based in Ipswich for, can still support people over the phone with welfare benefit enquires, 2 year funding. Can also assist with home help, befriending service and dementia meeting. Last year helped claim £3million pounds of benefits for clients. Only can accept clients over pensionable age. Shell grant (EON), Warm Home Discount, £140 per clients, have 100 90min sessions to sign people up for WHD, and do other checks, runs from November to 30th March. Contact Age UK advice line, open 0900-1300 – 01473 351234.  SM- ACS (Waveney) – Challenging area and fewer provisions available, including staff retention, increased customers, and reduced staff.  EC- Updated already  SG -Suffolk Carers Matter-7 day a week advice line, digital live chat facility, counselling service, free up to 8 sessions in Ipswich (if caring role in impacting mental health), Bury and Lowestoft. Another community engagement officer has been recruited for Stowmarket.  KD- Suffolk Library Service – Suffolk Libraries day this weekend (12th & 13th October). Working with McMillan to create peer to peer support groups in libraries. Looking for volunteers to lead the groups. Chantry has just started, along with Kesgrave. Support people with UC applications and account access. Has a service which can translate languages. |  |
|  | **Any other business – All**  None |  |
|  | **Requests, actions and reports for the CAS Newsletter**  Agenda item was removed as not needed |  |
|  | **Next meeting: date, organisation, venue, chair, note taker**  January 2020:  KD offered Ipswich Library as venue |  |