

*Devon Senior Voice*

**Annual Report  
2014 - 2015**

in partnership with

**healthwatch**  
Devon

**The Voice of Older People**



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# Chairman's Report

The year 2014/15 was my first full year as Chair of Devon Senior Voice, and I very quickly learned that retirement does not spell out "an easy life". From chairing meetings and attending meetings, appearing on TV, speaking on Radio, writing letters, going to conferences to policy making and answering the telephone, all seemed to be part of the role! As well as chairing the Board, I chaired the Health and Social Care Group, the Chairman's Group, and Human Resources, as well as representing DSV on the Operational Management Group, the new Chief Officers Group for voluntary organisations and the Devon Dementia Partnership. We are represented on many other County wide groups and I thank members of the Board and others who gave up their time to go to some very important and strategic meetings for DSV. We were pleased to have our tender accepted for representation on the Equalities Reference Group – thanks to Carol McCormack and Margaret Coles. The Engagement contract funding was reduced, but we negotiated a small increase in the Shows and Events contract to cover the cost of our "man with a van", Russell. What a huge blessing he proved to be, as he delivered and collected gazebos and equipment to countless venues all over the County during the summer months. Thank you to Tony Langmead for the use of his garage for storage, and to all of you who manned Gazebos, put them up, took them down and talked to so many folk about DSV and Healthwatch.

As a follow up to the Assembly on Sustainability in March 2014, the Board appointed a Task and Finish Group to look at the results of that day and put forward recommendations. The Board adopted a suggestion to have themes for six month periods and the Care Act 2014 became our first focus. With the impending enactment in April 2015 this Act also became the focus of Devon County Council (DCC) and we had many Gateway requests through our contract, for attendance at Focus Groups and answering Questionnaires. We were able to give feedback to the Government consultation on the Guidance and Regulations for the Care Act. Many thanks to Ken Crawford for collating this work and submitting it. The Group completed their work in November 2014, and their recommendations led to the formation of a new Task and Finish Group on Branches in February 2015 and a proposal to start a Marketing Group in the year 2105/16.

DSV hosted numerous meetings during the year, and some of the highlights were: an EGM in May which made changes to the Articles of Association in preparation for the submission to the Charity Commission, A June Assembly in Cullompton – great venue, great food, poor location! July Dementia Awareness Day in Oakhampton, September Dementia Awareness Day in Crediton

The November AGM with Sarah Wollaston speaking and in December John Hart ( leader of the Council ) came to the Chairman's meeting.

The Board updated policies on Complaints and the Code of Conduct for meetings. One of their major responsibilities is to care for DSV's two employees. Following the loss of the Administrative Assistant in 2013, and a designated Treasurer, we were acutely aware of the extra work undertaken by Sally Lougher, and the changes to Tim Hall's Role. The Board during the year appointed a Minute Secretary( self employed ) to assist with the minutes for the Board and a number of other DSV Groups, and approved the finding of an Intern to help with the Website . A new Computer was purchased for Sally. The Human Resources Group held an Appraisal Meeting for both Tim and Sally , and we recommended salary rises from April 2015, and a contribution to their pension funds. We owe them so much for sustaining us. Thank you to Sally for her work on the finances, the data base , the monitoring for our contract with Healthwatch ( we lost count of the number of times the "goal posts moved" ) and all the day to day responses on the phone and by email. Thank you to Tim for keeping our profile in the press and on TV and Radio.

I thank the Board for their support to me during the year and all the work they have put in to keep DSV "alive and kicking". It was a jam packed year and I wish I could say that we solved all our problems of sustainability , particularly funding sources and communication with the Branches . However what I can say is that Devon Senior Voice made its mark and was a VOICE within the County on so many aspects affecting the life of Senior Citizens. WELL DONE to the membership.

**Ann McClements**  
**Chairman**

# Directors as at 31<sup>st</sup> March 2015

The following Directors were in position.

Chairman	Ann McClements	Culm Valley
Vice-Chairman	Carol McCormack-Hole	Barnstaple
Secretary	Vacant	
Board Members	Carol Brown	Newton Abbot
	Bob Buskin	Seaton
	Frances Canning	Exeter
	Margaret Coles	Holsworthy
	Ann Crawford	Okehampton
	Jose Kimber	Tiverton
	Pauline Thomas	Crediton
	Martin Taylor	Tavistock

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# Secretary's Report

The Senior Council for Devon's fifth AGM took place on the 14th November 2014. During the year three Directors, resigned due to pressure of other commitments. In November at the AGM two new Board members were voted onto the Board, Martin Taylor, Okehampton and Carol Brown, Newton Abbot . Margaret Coles and Carol McCormack, resigned by rotation and put themselves forward for re-election and were voted back onto the Board. In February 2015, Jose Kimber and Frances Canning were co-opted onto the Board. James Bradley and Carol Brown resigned from the Board in January and March, respectively due to other commitments.

Chairman	Ann McClements	Culm Valley
Vice-Chairman	Carol McCormack-Hole	Barnstaple
Secretary	Vacant	
Board Members	James Bradley	Okehampton
	Ann Crawford	Okehampton
	Martin Taylor	Tavistock
	Bob Buskin	Seaton
	Margaret Coles	Holsworthy
	Carol Brown	Newton Abbot
	Pauline Thomas	Crediton



**Sally Lougher**  
**Executive Administrator**

# Treasurer's Report

Devon Senior Voice has no Treasurer as we have been unsuccessful in recruiting to this officer position. The Board and Executive Administrator would like to thank Ken Crawford and Peter Coates for their support and assistance with the finances throughout the year.

## Devon Senior Voice

### Profit and Loss Account for the Year Ended 31<sup>st</sup> March 2015

Turnover	2015		2014	
Fund generation	5,248		6,768	
Grants and subsidies	75159		88,000	
Cost of Sales	(11,159)		(8,000)	
		69,248		86,768
<b>Administrative Expenses</b>				
Employment costs	(45,772)		(54,166)	
Establishment costs	(1,141)		(1,181)	
General administrative expenses	(27,549)		(41,731)	
Finance charges	0		0	
Depreciation costs	(5384)		(3,298)	
<b>Total expenses</b>		<b>(79,846)</b>		<b>(100,376)</b>
<b>Operating profit/(loss)</b>				<b>(13,608)</b>
<b>Other interest receivable and similar income</b>				
Bank interest receivable		72		79
<b>Profit/(loss) on ordinary activities before taxation</b>		<b>(10,526)</b>		<b>(13,529)</b>
Tax due		0		0
<b>Profit/Loss on ordinary activities after taxation</b>		<b>(10,526)</b>		<b>(13,529)</b>

# Devon Senior Voice

## Balance Sheet for the year ending 31<sup>st</sup> March 2015

Fixed assets	2015		2014	
	Tangible assets (Computers etc.)	1,493		4,887
<b>Current assets</b>				
Stock (Stationery etc.)	500		920	
Debtors	1,154		2,162	
Cash at bank and in hand	64,196		72,652	
<b>Total Current Assets</b>	65,850		75,734	
<b>Amounts falling due within one year</b>				
<b>Creditors:</b>	(3,611)		(6,363)	
<b>Net current assets</b>		62,239		69,371
<b>Net assets</b>		63,732		74,258
<b>Capital and reserves</b>				
Profit and loss reserve		63,732		74,258

# Health and Social Care Report

This was a very busy year for the Health and Social Care Group - the Gateway requests from the Engagement Contract really got into their stride for the second year of the contract,

The Care Act 2014 was given Royal assent, and the Government published the NHS 5 year review. In order to do justice to the work that the Health and Social Care Group discussed and took part in during this year I have written the report as a month by month diary account.

January 2014 – The H and SC Group agreed a Mission statement for the Group..

As part of their Tough Choices Devon County Council ( DCC ) launched a number of “Engagement “ events on the Closure of Residential Homes.

Concern was raised about Care Data and how the Government was putting out information about this to the public. The Chair spoke on Spotlight and raised older people’s concerns. The Government later delayed the implementation to a later date.

February – Concern over the proposed closure of DCC Day Care Centres. 2 members attended the Out of Hours Consultation workshop .

Tina Trapani met with the Chief Dental Officer for England and raised concerns about payment of dental charges in advance.

April – Continuing debate and concerns about Day Care. Impact assessments on the closures were felt to be inadequate and a suggestion that we could help by doing research in local areas would be suggested to DCC via Healthwatch. The first reports about Community Hospitals and the possible closure of beds. Both these issues became regular items on the H & Sc agenda for the whole year.

May 14<sup>th</sup> The Care Act 2014 received Royal Assent.

June The focus this Month was on Safe Discharge from Hospital. We responded to Healthwatch England’s special enquiry, three members went to the Engagement event for the RD&E “ the Perfect Discharge” The group also responded to “Integrated, personal and sustainable community services for the 21<sup>st</sup> Century – documents from the NEW CCG.

July – There was a successful Dementia Awareness conference in Okehampton.

August – the Government produced the Draft Guidance and Regulations for the Care Act 2014. DSV were one of the only groups to put in a detailed set of comments on the Guidance and we wrote articles in Everyone’s Tomorrow to keep people informed.

September – the Health and Social Care Group had a visit from Liz Cosford from the Patients Association about their work with Patient Participation Groups. A number of members were no involved in Carer’s groups looking at the impact of the Care Act on Carers ( Particularly assessments)

November the 5year NHS Review was published and a smaller group met to discuss it. This became overwhelmed by the announcements from the NEW CCG about their huge deficit and the press announcements about Urgent and Emergency measures. The H&SC group contributed to the debate, and the consultation.

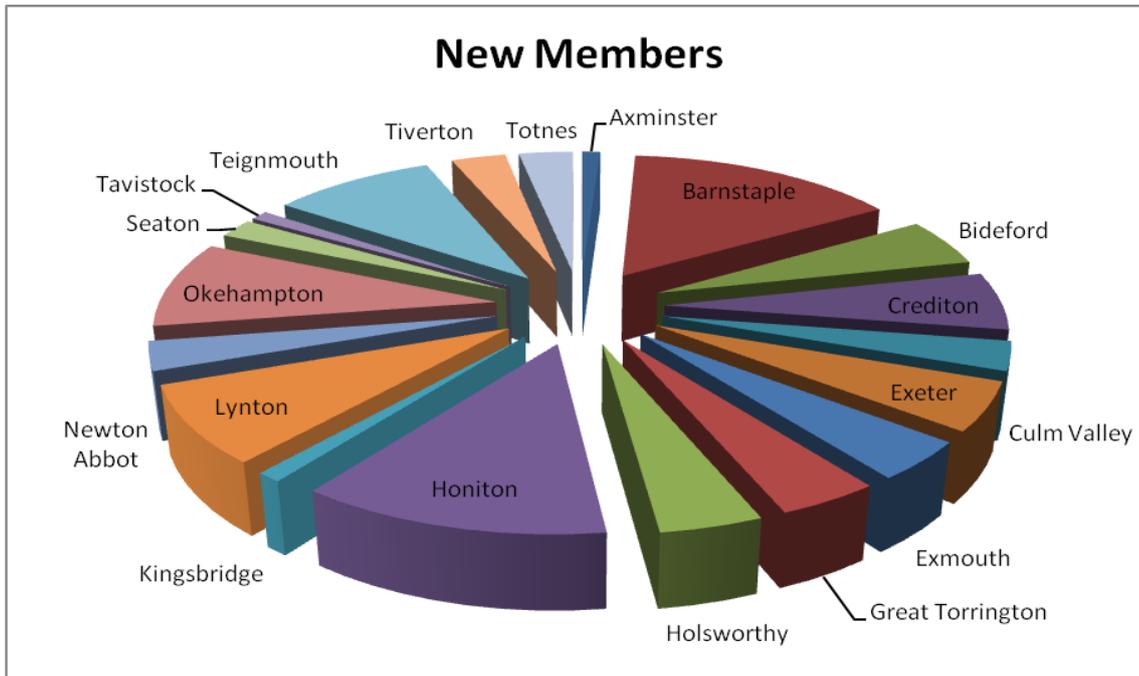
The Dementia Sub Group started meeting concerning a Project to visit all the Memory Cafes and talk to Carers and those living with Dementia about their experiences. This was in conjunction with Healthwatch on behalf of the Devon Dementia Partnership.

In conclusion I would like to thank all the individuals who contributed to Gateway requests ( they seemed endless during this year ), sat on Focus Groups, and responded to consultations on documents and other Gateway Requests.

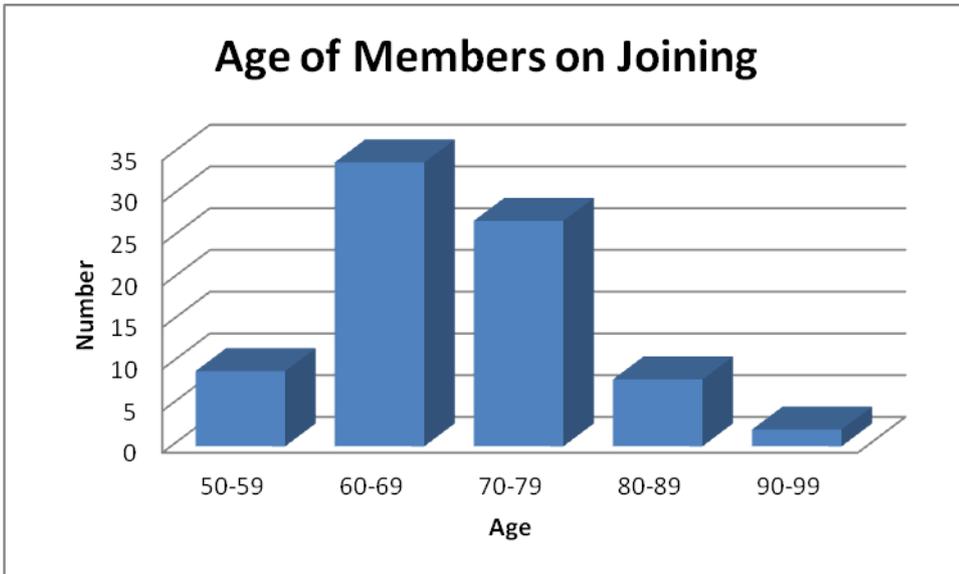
**Ann McClements**  
**Chairman**

# Membership

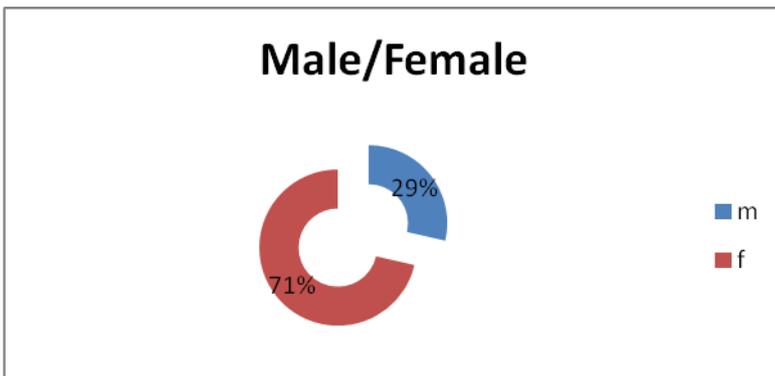
Devon Senior Voice had 98 new members join in 2014-15 (plus many associate members) with 79 members leaving due to moving, ill health or in some cases, passing away. The total membership stood at 2269 which is 44 more than the previous year but if you take into consideration the number who have ceased being members during this period we have seen an average 5% increase.



All of the branches have worked hard at recruiting new members either through holding events, open meetings, Election Hustings, Rural Isolation and Dementia-Friendly Town Days. The graph below shows us that those new members who gave us their age group, the most popular age when joining was 60-69.



Perhaps this is because these people are newly retired and want to devote some spare time to a worthy organisation.



It is also interesting to note that of the 98 new members 70 were female and 28 were male.

Thank you to all new and existing members for your hard work, dedication and support of Devon Senior Voice.

**Sally Lougher**  
**Executive Administrator**

# Publicity and Development

Our dedicated group has continued to make the most of our limited resources to provide the newsletter and our printed materials, keep the website going, attend shows and events and support the groups where possible. Our thanks and appreciation goes to Sally Lougher, our administrator, for shouldering the responsibility for much of this important work.

This has been the second year of our contract with Healthwatch Devon. We have worked hard at shows and events to not only spread the word and publicising our own organisation, but also to collect Speak Out forms as evidence of Health Service experience, for Healthwatch. The shows have been time consuming and hard work, but often great fun for those involved! Our thanks go to Tony Langford for allowing us to store the gazebos and other provisions for the shows and events at a central point in Exeter.

The Publicity group meet regularly and continue to update our leaflets and other corporate material. It is important that we present an umbrella 'corporate image' while still maintaining the autonomy of the branches. To this end, we do ask that groups use our logo and leaflets. Once again, many thanks particularly to Ron Cuthbertson for all the hard work that he put into designing our leaflets, booklets and posters. My thanks also go to all the members of the Publicity and Development Group who work so hard to support our organisation.

Tim Hall continues to support the development of groups and work with the media on all aspects of publicity. He strives wherever possible to put our activities and stories into the media with a fair deal of success. He has also taken over the interim role of website manager, overseeing an intern who is helping out. Our thanks go to Tim for all his hard work.

Sally Lougher continues to produce our excellent Newsletter. A decision has been taken to produce three, rather than four, editions in 2015. The contributions sent in by our members and friends are as important as ever! This magazine has a wide circulation covering all our members, the health service and public organisations, spreading our message far and wide. Adverts helps to keep our costs down, so please contact Sally for further details if you would like to advertise. A huge thank you must go to Sally for all her invaluable work.

The one constant in recent years is change! Cutbacks continue to affect many aspects of our lives. Our need to ensure that our voice is heard and has a chance to influence the changes that are taking place is more important than ever. We will do this best by working together, supporting each other and finding extra sources of funding to enable us to cover our costs. An interesting future!

Remember, Devon Senior Voice is unique among groups representing older people as **we are the Older Generation with all the knowledge and experience gained over a lifetime - a strong force to be listened to!**

**Margaret Coles**

**Board Member and Publicity & Development Lead.**

# Transport

The committee is currently made up of members of DSV plus NEW Devon CCG, NHS Devon Strategic Transport, Devon County Council Integrated Transport. DCC Community Transport.

It gives the group an input into a variety of transport sources. We are also members of TravelWatch SouthWest with members of the committee attending their conferences in March and October in Taunton and their AGM in Exeter during November.

Members attend Bus User UK meetings throughout the year with one of the committee members, Roma Patten, being a passenger representative on the Bus Appeals Body.

We continue to attend events to keep transport for the 50+ age group to the fore. We have spent much time on two issues this year. The first is our action on the redevelopment of the Exeter Bus station site. The Stagecoach MD together with his Finance Director, came to a meeting in February and we have responded to the outline planning application. Further meetings are planned with both Stagecoach and Exeter City Council.

The other issue we have worked hard on is the amendments to the DCC supported bus services. We have worked closely with John R-D by responding to DCC's original document and in getting the final information on cuts to our members.

**John Montgomery**  
**Chairman, Transport Group**

# Housing

The Housing and Planning advisory group continued to submit professional representations on Government reports and emerging New Local Plans during the past year. Thus providing an awareness of the issues faced by older people and attempting to influence decision makers and provide information in order to protect and improve their quality of life.

## Representations Were Made On The Following Documents/Emerging Plans:

Mid Devon Local Plan Review – February 2015  
West Devon District Council OUR PLAN – May 2014  
South Hams District Council OUR PLAN – June 2014  
Teignbridge Housing and Health Strategy – January 2015

## Emerging Local Plans And Neighbourhood Plans

DSV continues to advise on emerging New Local Plans and Neighbourhood Plans, as and when requested. Members should contact Sally, Executive Administrator for information.

## Housing And Advisory Group – Membership

I have been acting as unelected lead to the group but as from the AGM would like to hand over the reins to a younger person who lives in a more central location in the county. I believe that to succeed you must lead from the front and attendance at other DSV meetings is crucial. In order to achieve implementation of “**Housing fit for purpose**” and “**Social Well-being policies**” for the older generation and for them to be incorporated in emerging planning documents, it is beneficial to start at grass roots, i.e., Parish Councils and Neighbourhood Plan Steering Groups. I have been unsuccessful in generating interest in this subject and have received little or no feedback from members. I do not hold group meetings for members and I think this is a matter that should be addressed by the appointment of a new lead.

I am will continue to prepare professional critique and representations on behalf of the DSV in regard to emerging Development Plans, Local Plans and Neighbourhood Plans, if this is the members' wish.

**Graham Rogers.**  
**Housing Lead**

# Branch Reports

## Seaton and Area Branch

Once again it's been a very busy and successful year.

We have supported the "Heads Up" stroke group which has now moved to "No. 1" in Harepath Road on the second Monday of each month. Although numbers attending are small, those attending benefit from both shared experience and the speaker on the day.

The Memory Café at the Seaton Methodist Church Hall on the first Monday of every month at 2pm is going from strength to strength. Volunteer helpers make this an enjoyable time for those who attend, providing delicious home-made cakes and a variety of entertainment. Although we no longer directly support this, several of our members are helpers and of course it was Bob Buskin, one of our Executive members, who resurrected this.

We are involved with many health and care forums, both locally, for example, the GP Patient Participation groups as well wider reaching examples such as Clinical Commissioning (Eastern Locality), Public Reference group, DCC Commissioning Involvement group. Tina, our Secretary, is about to set up a Seaton Locality Health and Social Care Forum to maintain or pursue provision of these services in this area. Letters have been sent to Health professionals, Town and Parish Councils, voluntary groups etc. inviting representation on this forum (formerly Locality Teams).

The Safer Streets Group continues to have influence over issues involving Devon County Council Highways, East Devon District Council and the Town Council. Residents, whether our members or not, raise matters with the group which are dealt with or taken forward in the appropriate manner.

Tina Trapani is a very influential member of the DCC Highways Seaton Coastal group and I take notes for DCC as a volunteer.

We continue to hold our bi-monthly meetings and to invite speakers who members have suggested. Information obtained from these talks, as well as from other sources, is sent to members in the hope that it will be useful - not only to them but also to everyone they come in to contact with.

The three East Devon Branch Executives meet bi-monthly. The main aim is to discuss items of common interest where collaboration/co-operation between the branches would help. It also allows branches to keep up to date with what is going on in each branch. Tina has been Secretary for the last year but now Honiton have taken this over and I (Roger Trapani) chair the meetings.

We are hoping to complete another edition of our Activities booklet but are reliant on Seaton Town Council to cover the printing costs. A decision on our latest bid for funds has been postponed until September. It seems that some of the new Councillors are unaware that this is a Community asset, that we do the work for free, that they get the benefit of promoting the Town and that this is the only comprehensive list of local clubs/organisations with contact details. It

originally came about from a request from Seaton residents at a public meeting several years ago and is a hugely popular publication. There are electronic versions on several web-sites including DSV's. Tina will be speaking to the application at the Town Council meeting in September.

Funding of DSV continues to be a concern. Devon County Council (via Healthwatch Devon) is now our only core funder and there has been a further cut in funding. The main expenditure for our branch is the bi-monthly information posting to members who are not on email (approximately half the membership). We now manage to cover the cost of refreshments at meetings by donations on the day but are also now asking all members to consider giving a voluntary donation. However, it will be stressed that this is entirely voluntary and membership continues to be free to all.

Other fundraising ideas are being considered and Dianne Denoual (our new Treasurer) and Ian Beckett have expressed a willingness to arrange table top sales which other members of the Executive have offered to help with. Increasingly we are approached by others, to be part of presentations or consultations which is as a result of our working with organisations and authorities over time.

My thanks go to all Executive members and especially to Joyce Bussell who has been our Treasurer for the past few years and is now retiring and to Tina who works so hard as Secretary.

I look forward to another successful year and thank everyone for their support.

**Roger Trapani, Chairman**

## **Crediton and Area Branch**

The past year has been another eventful one for the Crediton and Area Branch. I hope you all agree that the recent move to the Meadow Suite, Lords Meadow Leisure Centre, was a good decision. It means we now have more parking and access to up-to-date digital technology. The speakers this past year, including among others, Street Pastors, Kennerleigh Heritage Group, Crediton Food Bank and Enduring Power of Attorney, have offered a varied and interesting range of topics and we already have another full schedule for the coming year to entertain and inform.

Many thanks go to Carole Towler , Selma Nathan, Pam Healey, Cecily Easden and Joan Smith for their contributions to making the Christmas buffet such an enjoyable event. Thanks, also, go to Alhambra for their musical entertainment. Unfortunately the event made a significant financial loss due to attendance being far below that which had been indicated beforehand. Therefore we've had to change the way future events are paid for and bookings will now only be

made when full advance payment has been made. Many thanks, also, go to Ron Cuthbertson for his tireless fundraising and multiple other activities. Our year was saddened by the sudden and unexpected loss of former committee member Barbara Whiting. Her energy and enthusiasm will be missed. Some of us have lovely memories of her dancing with Ron at the 2014 Christmas event.

Members attended the Mid Devon Show and represented both HealthWatch Devon and Devon Senior Voice. We also, again, had a decorated tree at the Christmas Tree Festival in Crediton Parish Church. The Memory Café now meets twice a week at the Station tea rooms. We are co-hosting a 'Care in the Community' event on the town square as part of the Crediton Festival on July 9<sup>th</sup> and we have another Dementia Awareness Day on September 16<sup>th</sup> at the Boniface Centre – so please tell all your friends about these two events.

Our partnership with HealthWatch Devon as the Voice of Older People continues and, as Devon Senior Voice exists, primarily, to gather the feedback and opinions of members on a variety of topics, it is important that members take an active part in participating in the various surveys and questionnaires. As with all voluntary organisations, its new blood and new ideas that help to keep us afloat. So I would urge you to consider either joining the committee, and/or telling your friends and neighbours about our group. Last but not least, please do let the committee know if you have any ideas for fundraising.

**Pauline Thomas, Chairman**

## **Teignmouth and Area Branch**

In giving voice to the concerns of older people in the district the Teignmouth Committee & individual members have:

- submitted written evidence to the Devon County Council consultations on the future of Beechcroft day centre supporting its continuance. Members consider its closure to represent a severe blow to the wellbeing of a number of the more disadvantaged old people in Teignmouth and is still keen to know of any local initiatives to replace its services with which they might be able to help.
- Surveyed & prepared a major part in Devon Senior Voice's comments on the implications of the new Care Act for older people in the county
- Contributed to Healthwatch (Devon) & Coastal Clinical Commissioning Group's consultations on community services, & dementia; responded to what seemed to be innumerable Healthwatch (Devon) questionnaires on Smoking cessation, leaving hospital, the deferred payments scheme, treatment of people with long term conditions, mental health day opportunities etc.

- Continued to press for the publication of Teignmouth Town neighbourhood plan
- Teignmouth Branch has a seat on the Private Housing Group which feeds into Teignbridge DC's Housing Strategy, and where our representative continues to express the importance of maintaining a measured percentage of affordable housing for local residents & also expresses our opposition to the bedroom tax' affecting older people living alone.
- Taken part in the initial planning discussions for the Carlton Pavilion
- Held a local dementia awareness day with our partners, Volunteering in Health & the Alice Cross Centre
- Continued our monthly open Forum meetings at the Heritage Centre with sessions on personal health, ageing well, community services, volunteering & town improvement issues.

**Jim Corben, Chairman**

## **Since April 2014 Devon Senior Voice has:**

- ✓ Held a successful 'Staying Alive Event' for older people at Green Lanes, Barnstaple
- ✓ Arranged two Dementia Awareness Raising Days with over 200 members of the public attending
- ✓ Recruited 17 volunteers to carry out PLACE Assessments in our hospitals in Exeter and South Devon
- ✓ Planned Election Hustings in 2 areas of the County giving the public the opportunity to raise important issues with prospective Members of Parliament
- ✓ Planned a Rural Isolation Conference to be held later in the year in West Devon
- ✓ Held our 6th AGM with Dr Sarah Wollaston as guest speaker on Health and Social Care and the Implementation of the Care Act
- ✓ Worked in partnership with Healthwatch Devon to plan an Engagement Project with people living with dementia and their carers
- ✓ Represented Devon Senior Voice and Healthwatch Devon at 37 agricultural shows and events throughout the county
- ✓ Worked in partnership with Okehampton College to run a very successful Memory Cafe and conference launching Okehampton as a Dementia-Friendly Town in July
- ✓ Helped to and is working towards doing the same in Teignmouth and Exmouth and area
- ✓ Participated in 30 Gateway Requests for consultations with Devon County Council and Devon Clinical Commissioning Groups
- ✓ Been successful in securing funding from DCC for Older People's representation on the Equality Reference Group
- ✓ Had representatives on most of the Patient Participation Groups and Hospital Patients Experience Groups

**Sally Lougher**  
**Executive Administrator**





# Devon Senior Voice

Senior Council for Devon

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