

Devon Senior Voice

**Annual Report
2013 - 2014**

in partnership with

healthwatch
Devon

The Voice of Older People

I am delighted that our organisation is still making a contribution to the monitoring and possible improvement of the health and social care services in Devon.

From the inception of the DSV in a non-party political way we have striven to raise the level of public awareness of the problems and policies related to health and social care.

Without trying to exaggerate the value of DSV activities and influence, it is true to say that we can help to create a meaningful public awareness of the complexities of managing and financing the health and social care services in Devon - that clearly our mission is to give new emphasis to the services related to older people, now the largest section of the community.

It seems to be the case that the Scottish Referendum engendered, not only in Scotland but in the UK generally a feeling that people must be more vigilant in their influence on the powers that be. As a contribution to this vigilance may DSV continue to play its part in a constructive and purposeful way.

Bill Jordan

President

Devon Senior Voice

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Chairman's Report

The year 2013 /14 has truly been a year of “two halves”!

Following the successful bid for the Healthwatch contract, by the Community Council of Devon, with Citizen's Advice Bureau and Devon Senior Voice, the details of our Service Level Agreement took until June to complete and sign. We have a debt of gratitude to Ken Crawford and Roger Trapani who conducted DSV through all the early negotiations. Ken was also Chair of DSV for the first half of the year. We also owe a huge thank you to Sally Lougher who plunged into the intricacies of the Quarterly monitoring expected of DSV, with great expertise. The second part of DSV's contract with Healthwatch was to promote it at all the Shows and Events that we attend during the year. The vast majority of these are during the Summer months, so a number of members attended a training event (to ensure that we spoke with a Healthwatch message) and armed with the new Speak Out forms, the new Healthwatch Gazebo as well as the DSV one, sallied forth to a summer of events. Our grateful thanks go to Derek and Margaret Woolacott who pioneered the way for us.

The Board adopted a number of policies concerning Complaints, Health and Safety, Safeguarding, Equalities and have been updating them during the year to meet the requirements of DSV. This work is ongoing.

The first Assembly in June concentrated on presenting the implications of our new contract with Healthwatch and giving a voice to the Branches and Specialist Focus groups. Dementia remains a most important part of the work of DSV and we held two successful Dementia Awareness Days, one in Barnstaple in May and the other in Crediton in September (also launching Dementia Friendly Crediton). Culm Valley started a Memory Cafe and Ann Crawford was instrumental in joining with Okehampton Community

Chairman's Report

College to start an intergenerational Memory Cafe in the school. During this half of the year both Roy Lucas and Roger Trapani resigned from the Board due to the pressure of other commitments.

September saw a distinct change of emphasis. Devon County Council started their round of Tough Choices, the Clinical Commissioning Groups consulted on "Transforming Community Services" and after John Hart had spoken at the AGM in October, DSV started to look at the possible cuts in many services that affect older people. The number of Healthwatch Gateway requests increased considerably as we were asked to go to engagement events on the Accommodation Strategy, Day Care Centres, changes to Community Hospitals and many other focus group events. The number of strategic groups on which DSV are represented also increased, both for Board members and other DSV members. During this latter part of the year there were changes to Healthwatch as they appointed a CEO, became a CIO, appointed their board of trustees and held the first AGM in March.

Sustainability, both financial and person centred became an important topic for the Board. Following consultation facilitated by CCD, the Board took their findings and concerns first to the newly formed Chairman's meeting and then to the Assembly meeting in February 2014 - "Working together for a stronger future". In line with this we have continued to work towards Charitable Status (thanks to the Funding group for their work) and following advice that the Objectives of DSV needed to be amended, an EGM was held in early May, to make the necessary changes. All of this is ongoing work.

In October at the AGM two new members joined the Board and one person came back onto the Board . The Chair passed from Ken Crawford to Ann McClements. In November Andrea Chick, who

Chairman's Report

worked as an Administrative Assistant to Sally Lougher, resigned to take up a new job. The workload was divided between Sally Lougher and Tim Hall, whilst new ways of supporting DSV are explored. They continue to do sterling work to support the structure of DSV and to ensure that DSV is a recognised name and organisation with the media, DCC, the CCGs and many other outside organisations. DSV were delighted to take part in the Winter Friends video, a copy of which can be viewed on the Website. Culm Valley DSV with other partners ran a very successful Rural Isolation Conference.

By January the year had come full circle, and we heard that the contract with Healthwatch was to be reduced by 20%. The whole process of negotiating the Service Level Agreement started all over again. 2013/14 has been an action packed year for DSV. This is only a snapshot of some successes and stresses and our ongoing commitment to represent the voice of the older person in Devon. None of it could have been achieved without the continuing work of all the Branches, who raise local issues, and serve members in their communities. Alongside them is the work of the Specialist Focus groups who represent DSV in Health and Social Care, Dementia, Transport, Housing , Publicity and Funding . Thank you to all the individual members who work to sustain DSV within the Branches and these groups.

Ann McClements

The following Directors were in position.

Chairman	Ann McClements	Culm Valley
Vice-Chairman	Carol McCormack-Hole	Barnstaple
Secretary	Vacant	
Board Members		
	James Bradley	Okehampton
	Ann Crawford	Okehampton
	Margaret Coles	Holsworthy
	Ron Cuthbertson	Crediton
	Bob Buskin	Seaton
	Pauline Thomas	Crediton
	Ken Crawford	Okehampton

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Secretary's Report

The Senior Council for Devon's fourth AGM took place on the 23rd October 2013. During the year three Directors, Tony Langmead, Roger Trapani and Roy Lucas resigned due to pressure of other commitments. In October two new Board members were voted onto the Board, Pauline Thomas, Crediton and Bob Buskin, Seaton. Ann Crawford, resigned by rotation and put herself up for re-election and was voted back onto the Board

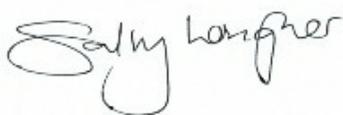
Chairman Ann McClements Culm Valley

Vice-Chairman

Secretary Vacant

Board Members

James Bradley	Okehampton
Ann Crawford	Okehampton
Ron Cuthbertson	Crediton
Bob Buskin	Seaton
Margaret Coles	Holsworthy
Carol McCormack-Hole	Barnstaple
Pauline Thomas	Crediton



Sally Lougher

Treasurer's Report

The Treasurer of Devon Senior Voice resigned half way through the year due to pressure from other commitments and, as yet, we have been unsuccessful in recruiting a replacement 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.

Treasurer's Report

Devon Senior Voice

Profit and Loss Account for the Year Ended 31st March 2014

Turnover	2014		2013	
Fund generation	6788		5475	
Grants and Subsidies	88000		84250	
		94768		89725
Administrative Expenses				
Employment costs	54318		56326	
Establishment costs	1734		1468	
General administrative expenses	49026		62476	
Finance charges	0		8	
Depreciation costs	3298		7316	
Total Expenses		108376		127594
Operating profit/loss		13608		37869
Other interest receivable and similar income				
Bank interest receivable		79		96
Profit/(loss) on ordinary activities before taxation		(13,529)		(37,773)
Tax due		0		0
Profit/Loss on ordinary activities after taxation		(13,529)		(37,773)

Treasurer's Report

Devon Senior Voice

Balance Sheet for the year ending 31st March 2014

Fixed assets	2014		2013	
	Tangible assets (Computers etc)	4,887		
Current assets				
Stock (Stationery etc)	920		1,324	
Debtors	2,162		30,901	
Cash at bank and in hand	72,652		78,216	
Total Current Assets	75,374)		110,441	
Amounts falling due within one year				
Creditors:	(6,363)			
Net current assets		69371		79359
Net assests		74258		87787
Capital and reserves				
Profit and loss reserve		74258		87787

Funding Report

The Funding Group has met regularly throughout the year looking at funding opportunities, with many requiring charitable status. Following the 2013/14 AGM the Board has agreed to change the association's objects to those suggested by the Charity Commissioners which will be put to an EGM in the early part of

Funding Report

2014/15.

Our bid to the Big Lottery “Reaching Communities Fund” has been turned down due to lack of evidence of need so we are pursuing a smaller grant on the same theme in order to prove the need.

During the year we were given the opportunity for some free training from the Foundation for Social Improvement which provides support for small charities, over two days covering; Developing a Case for Support; Developing a Fundraising Strategy; Governance and Project Management. Throughout the training there was great emphasis on developing strong working relationships with Devon County Council and NHS Commissioners.

The Funding Group has recommended to the Board that we develop such a relationship.

My thanks to all the Group, particularly Jim Corben whose experience and note taking are invaluable

Ken Crawford
Funding Lead

Dementia and Mental Health

Memory Cafés still continue to be the main support for those with dementia and their carers, the changes last year in the way that dementia is supported has meant that the small amount of funding through Devon County Council became more difficult to access, however, they continue to be well supported by local charitable groups with organisations such as Rotary and Lions providing running costs.

The Dementia Support Workers commissioned by Devon County Council and run by the Alzheimer’s Association have bedded in and are providing some support for those newly diagnosed, carers of those with dementia still do not get adequate recognition and

Dementia and Mental Health

support, back in 2009 we investigated the possibility of Admiral Nursing, the equivalent of MacMillan Nursing but dementia specific, but due to cost was not pursued, perhaps it is time to readdress this.

In 2013/14 we held two more successful Dementia Awareness Days, our 6th and 7th the first in Barnstaple organised by our Barnstaple Group, the second in Crediton organised by our Crediton Group, both attracted an audience of over 130 with a good range of speakers. Crediton used the day to launch Crediton as Dementia Friendly. We are in the planning stages for our 8th and 9th Dementia Awareness Days to be held in Okehampton and Honiton, both will launch the towns as Dementia Friendly

The Devon Dementia Care and Support Partnership has started to meet, in these early days much of the time has been spent on governance, which has meant that more time has been spent on procedure rather than action.

Ken Crawford

Dementia and Mental Health Lead

Health and Social Care Report

This year we have been concerned with radical changes in Health and Social Care provision in our region. Our National Health delivery is changing as providers are trying to find ways to deliver Care to a growing population for no extra funding. Social Services are struggling to deliver services when their funding has been seriously reduced due to Government cutbacks. Our population, here in Devon, is getting older, our Health needs are becoming more complex.....and the Health and Social Care group try to find a way through the Strategies, attend the Conferences, ensure that our Voice is heard in the Consultations....and keep the members informed.

Health and Social Care Report

This year we began our partnership with Healthwatch Devon. We respond to their requests to take part in consultations on Health and Social Care matters together with the other partners, Devon Disability Network, Devon Carers, Devon Link Up, Be Involved Devon, and Hikmat Devon. Members of our group have attended Consultations concerned with Dementia Strategy, Accommodation Strategy, Community Life Choices, Closure of Residential Care Homes, Closure of Day Centres, Out of Hours Emergency Services and the Closure of Hospital Beds in Community Hospitals.

Our members attend Patient Participation Groups at Barnstaple, Royal Devon and Exeter and Plymouth Hospitals. They belong to Patient Participation Groups at Doctors Surgeries and they are Lay Members of the Clinical Commissioning Groups in each of the Locations.

We have representation on the Joint Engagement Group and the Equality Reference Group at Devon County Council. At these strategic committees we are well able to make sure that the voice of the over 50's is heard and that everything is fed back into the Health and Social Care Group.

Our members have been involved in 'PLACE' visits to hospitals. An opportunity to visit and report on general cleanliness and organisation of our Acute and Community Hospitals. This year I have been involved in a Care Review of Domiciliary Service in and around the Exeter Area. This has provided an insight into how a Service User is cared for in their own home...How long a person has to get an elderly or physically handicapped resident up, washed, dressed, and given nourishment ... before they have to move on to the next.

In the Northern Locality, some of our members were involved in the Clinical Commissioners Presentations for 'Care Closer To Home'.

Health and Social Care Report

This illustrated how more people could avoid long stays in hospitals if they could be treated at home by an enhanced team of Clinical and Specialised Nurses and Physiotherapists. This was a request from Healthwatch and gave us the opportunity to hear the questions, monitor the answers and report back to the group. Beds in Torrington Community Hospital have been closed and the Buildings used to provide more Day Care, Maternity, Strength and Balance Classes, and Clinics for Non-Acute Conditions....and this too amounts to Care Closer To Home as Patients are saved the time, travel and inconvenience of travelling to Barnstaple Hospital for routine check-ups. The Consultation about the permanent Closure of the Beds goes on...and Devon Senior Voice sent out a questionnaire to members in the Torrington Area for their comments, the results of which are being used as part of the Official Consultation Feed Back.

The Devon County Council's decision to Close 30 of its Care Homes and Day Centres has been on the agenda of many meetings this year. At the request of Healthwatch, Groups of our members went into the Day Centres to question users about how this would affect them. Some of the comments left us in tears....these people depend on a safe, caring, well-led and suitable place to spend one or two days a week. They have a circle of Friends who have similar disabilities and they can talk, play games, do crafts or perhaps have a bath. Some of these people were in their 30's or 40's but they are doubly incontinent and cannot go off to a football match very easily. Without a caring and safe place to spent a few hours, have lunch, be sociable...what would they do?

We attended meetings with Stuart Barker and Paul Collinge, the DDC Officers who are leading this sad state of affairs and we asked that no Day Centres would close until suitable alternative provision

Health and Social Care Report

was available.

As well as the actual users, these Day Centres provide a respite for the carers of those folk. A wife who cares for a husband who is suffering from Dementia needs to have a safe and secure centre to leave him for a day or two a week. These unsung heroes are carers 24 hours a day, 7 days a week and having time to themselves, for just a few hours, makes so much difference.

There are 600 Care Homes in Devon, 30 of them are owned and run by DDC. It was proposed to close the DDC homes and transfer the residents to homes that are privately run. They are asking these residents to move home. A care home is HOME to these elderly and vulnerable people. The people who live together in a care home develop close relationships...in this case they are not just losing their home, they are being separated from their 'family'. The Health and Social Group have asked whether groups of friends could be re-homed together if this is their wish.

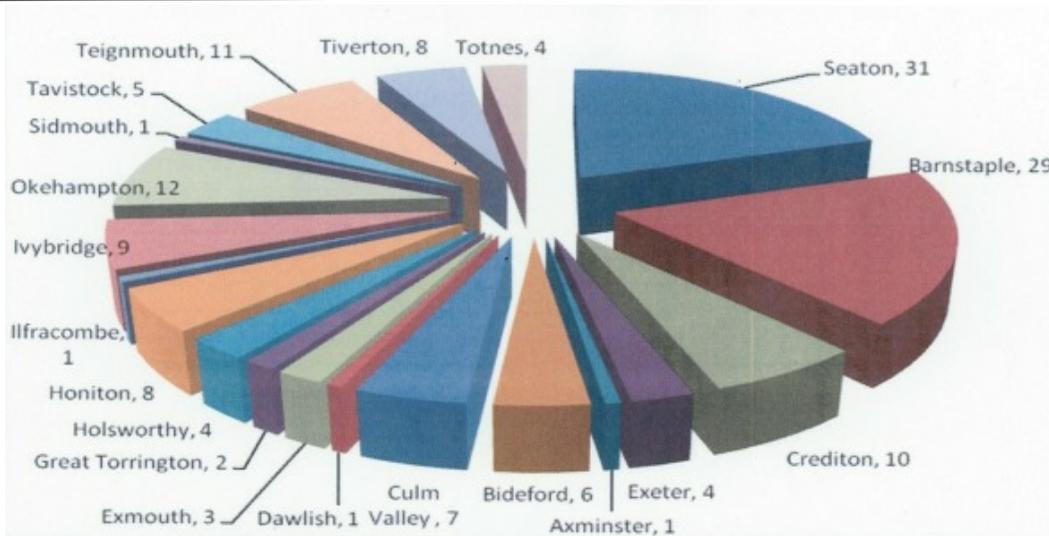
A letter was sent to all the local Members of Parliament stating our concerns about these changes in our social care provision for elderly vulnerable people in Devon.

Carol McCormack-Hole

Membership Report

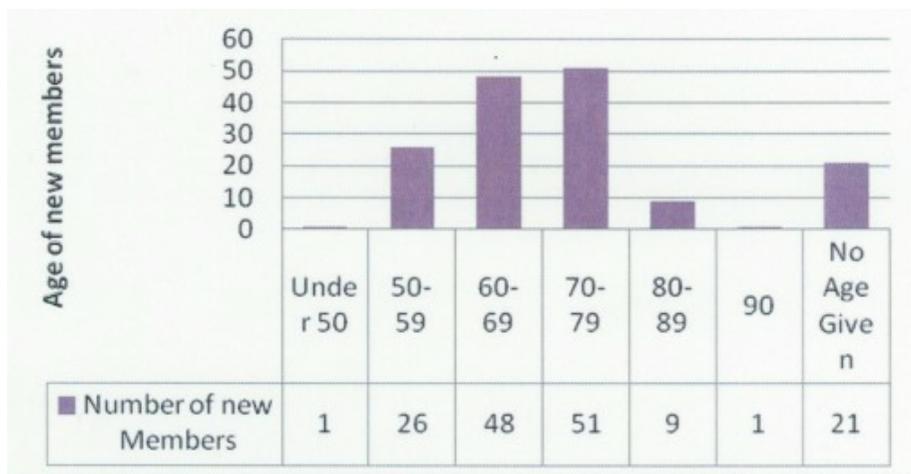
Devon Senior Voice had 160 new members join in 2013-14 (plus many associate members) with 76 members leaving due to moving, ill health or in some cases, passing away. The total membership stood at 2225 which is 65 more than the previous year but if you take into consideration the number who have left during this period then this is not a bad figure.

Membership Report



All of the branches have worked hard at recruiting new members either through holding events, open meetings or attending the local Shows for which we thank them. The graph below shows us that those new members who gave us their age group, the most popular age when joining was 60-69.

Number of New Members



Perhaps this is because these people are newly retired and want to give some spare time to a worthy organisation. It is also interesting to note that of the 189 new members 116 were female, 69 were male and there were 4 new organisations. Thank you to all new members and existing members for your hard work, dedication and support of Devon Senior Voice.

Sally Lougher

Publicity and Development Report

April 2013 heralded the start of a new era and contract with Healthwatch Devon. This had big implications for the Publicity group as we would now be involved in collecting evidence for Healthwatch at shows and events, as well as spreading the word and publicising our own organisation. Our lead for Shows and Events, Margaret Woolacott and her husband Derek, coped brilliantly with the new circumstances. My thanks go to them, our staff and the other members of the Publicity and Development Group who work so hard to support our organisation. At the end of the 2013 Show season Margaret and Derek retired after three years of organising the shows for us. Their input will be greatly missed.

The Publicity group meet regularly and have been updating our logo to reflect our new position; many thanks to Ron Cuthbertson for all the hard work that he put into the new format. 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 this logo.

Tim Hall continues to support the development of groups and work with the media on all aspects of publicity. He has also upgraded our PowerPoint presentation, available for use by individuals or groups when promoting our organisation. Our thanks to him for all his hard work.

The website had been overseen by Andrea Chick, our website manager, until the New Year when she left us. We are most grateful for her valued input and will miss her contribution both to the website and to producing Publicity material. Contributions for the website from the groups are always gratefully received.

Sally Lougher continues to produce our excellent quarterly News letter. A big thank you must go to Sally for all the invaluable work

Publicity and Development Report

she does for us. We look forward to the contributions sent in by our members and friends. As this magazine goes to all members and all the public organisations, it is an excellent way of getting our message across. Advertising is helping to keep our costs down, so if you know any suitable businesses who would like to use this service, put them in contact with Sally.

We are now involved in ever increasing change. Cutbacks will affect many aspects of our lives and we need to ensure that our voice is heard and has a chance to influence the changes that are taking place. Tim Hall, in his Development Officer role, is also there to help support the branches to enable them to thrive and do what they can to tackle the issues in their area.

Devon Senior Voice do not just represent older people as others do, we are the Older Generation with all the knowledge and experience gained over a lifetime - a strong force to be listened to!

Margaret Coles

Transport Report

The committee is currently made up of members of DSV plus Devon CCG, NHS Devon Strategic Transport, Devon County Council Integrated Transport. DCC Community Transport, Tiverton & District Community Transport and the Stroke Association.

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 there conferences in March and October in Taunton and there 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.

Transport Report

During the year we also formulated a response to the Government Inquiry into 'Passenger Transport in Isolated Communities', which was accepted and used in the consultation.

We continue to attend events to keep transport for the 50+ age group to the fore. This year we have been involved through TravelWatch SouthWest in the franchise specification consultation on the new Greater Western franchise which is to run from 2016.

Although we only meet 3 times a year due to cost, the members spend a lot longer on transport issues, keeping in touch by Email. Unfortunately not all members have Email which means they are not always aware of latest events.

I would like to thank all our members for there efforts, particularly our partner groups with John Richardson-Dawes team at Devon County Council being very helpful and informative.

John Montgomery
Chairman

Housing Report

APRIL 2013 – MARCH 2014.

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-

September 2013.

Proposed Post Publication Changes to the East Devon Local Plan,
Proposed Submission(Publication) November 2012.

October 2013

Setting the Standards for New Homes: Government Consultation.

November 2013

Joint Strategic Needs Assessment, Devon County Council

Letter sent to JSNA on 25th November 2013 seeking information in regard to “Housing fit for Purpose” in Devon Villages, This letter was acknowledged but not replied to despite a reminder being sent.

January 2014

Plan Teignbridge - Teignbridge Local Plan 2013-2033 Main Modifications.

Neighbourhood Planning and Local Plans. – Conference - Friday 31st January 2014, Taunton.

As community-led planning gains momentum, this conference reviewed progress and emerging best practice with neighbourhood planning across the South West and nationally. Particular focus was given to explore the evolving relationship between Neighbourhood Plans and the new emerging Local Plans. This is of critical importance as Neighbourhood Plans have to demonstrate that they are in general conformity with the strategic policies of the Local Plan. Other ways in which communities can influence local planning policy were explored.

March 2014

East Devon District Council – East Devon Village Development Document. Draft Document for Consultation.

Mid Devon Local Plan Review – Options Consultation. – January 2014

Emerging Local Plans and Neighbourhood Plans.

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

Housing and Planning Advisory Group – Membership

I have been acting as unelected lead to the group but as from 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, ie, 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 prepared to 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 meeting’s wish.

Graham Rogers
Housing Lead

Intergeneration Report

Intergenerational work has been kept going by Branches in order to keep contact and a notable event was a BBQ hosted by the Culm Valley DSV Branch at Cullompton to present Certificates of Achievement to Youth Club members. Okehampton Branch Members help and support Okehampton Community College who run a Health and Care Course and include a Memory Cafe within its syllabus. This Memory Cafe is one of the most successful Cafes I have come across so far and was one of the first in the country.

We need to educate young people about what can be done for Carers and those being cared for when Dementia has entered their lives and, as always, within Memory Cafes and Intergenerational Work a lot of laughter is generated as we share activities.

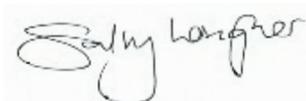
Ann R. Crawford

Intergenerational Lead

Achievements this Year

Since April 2013 Devon Senior Voice has:

- ✓ Became a delivery partner and the Voice of Older People for Healthwatch Devon
- ✓ Arranged two Dementia Awareness Raising Days with over 200 members of the public attending
- ✓ In partnership with other Mid-Devon organizations has held a successful Rural Isolation Event in Cullompton
- ✓ Helped to launch the Crediton as a Dementia-Friendly Town and is working towards doing the same in Okehampton
- ✓ Recruited 18 volunteers to carry out PLACE Assessments in our hospitals
- ✓ Held MP's Question Times in 2 areas of the County giving the public the opportunity to raise important issues with their Members of Parliament
- ✓ Assisted in setting up three new Memory Cafes
- ✓ Represented Devon Senior Voice and Healthwatch Devon at 18 agricultural shows and events throughout the county
- ✓ Worked in partnership with Okehampton College to run a very successful Memory Cafe
- ✓ Participated in 19 Gateway Requests for consultations with Commissioners and Clinical Commissioning Groups
- ✓ Been instrumental in the production of the new Ageing Well in Devon publication



Sally Lougher

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