

Northampton Borough Council - Northampton Diverse Communities Forum

Thursday, 12 November 2015 at 6:30 pm until not later than 8:30 pm

Agenda

1. Welcomes, introductions and apologies
2. Minutes and matters arising
3. Patient Involvement Team, Northamptonshire Health Foundation Trust - John Leivers
4. Dental Health Services, Northamptonshire Health Foundation Trust - Denise Birkett
5. Action Plan
6. Items for Discussion at the Next Meeting
7. Community Information Exchange
8. Date Of Next Meeting

21 January 2016, The Jeffrey Room, The Guildhall 18.30 – 20.30

Map and directions at: www.northampton.gov.uk/guildhall

For more information about this meeting please contact:
Alice Morgan, Community Development Officer



alicemorgan@northampton.gov.uk



Tel: 01604 837795



More information about the Forum generally is at: www.northampton.gov.uk/forums



Facebook page: www.northampton.gov.uk/dcf

Please note that this Forum is supported and funded by Northampton Borough Council. The Forum may work in partnership and collaboration with other community groups, councils and local services from time to time. The views expressed and decisions taken by the Forum are not necessarily those of Northampton Borough Council.



NORTHAMPTON
BOROUGH COUNCIL

Code of Conduct for the Forums

This Code of Conduct sets out the standards that the Forums expect of its members. It aims to provide members with an effective ethical framework in which to do business. It is not intended to be exhaustive, or to cover every eventuality, but sets out some common sense requirements to enable the forums to function smoothly and successfully.

It is the responsibility of the Chair to encourage and enable input from forum members, to ensure all voices are heard.

1. Meeting Etiquette

As an attendee you must comply with the following requirements and any others that may be stated from time to time:

- 1.1** Contribute positively to discussions concerning the issues of the meeting
- 1.2** Be friendly, polite, courteous and respectful at all times to fellow members, and others present
- 1.3** Not insult, abuse or use offensive language or behaviour
- 1.4** Comply with Northampton Borough Councils Equal Opportunities Policy
- 1.5** Demonstrate actively that you are interested in and care about the issue that you are discussing and want to make a positive difference
- 1.6** Show respect for buildings, facilities and equipment being used
- 1.7** Speak only through the Chairman of the meeting and not interrupt, heckle, make distracting noises or gestures
- 1.8** Speak clearly into any microphone provided and comply with any instructions given about its use

2. Being Objective

- 2.1** Your own experience and views should inform, but not dominate or dictate how you participate.
- 2.2** If you have a specific issue with regards to a service matter to raise these can be discussed with a member of staff at the end of the each meeting or you can ask for the appropriate officer details. Meetings attended by other residents are not the place to raise any issues of this nature.
- 2.3** Be Fair
- 2.4** You must have and show respect for the people you deal with, and take their circumstances and personal differences into account. This is about putting equality into practice. The key is simply to respect differences fairly, so that you do not exclude anyone, or treat anyone inappropriately or unfairly because of their particular circumstances.

Breaching the Code of Conduct

If any person's behaviour breaches this Code of Conduct, they will be required to leave the meeting and vacate the premises where it is being held. They will not be permitted to attend future meetings unless they provide satisfactory evidence to Northampton Borough Council that they will comply with the Code – e.g. a letter of apology.

If you would like further information or if you would like to discuss the Code of Conduct please contact Vicki Rockall, Partnerships and Communities Manager at vrockall@northampton.gov.uk or on 01604 837074

Northampton Borough Council - Northampton Diverse Communities Forum

Thursday 17 September 2015

Present: Cllr Malpas (Councillor, Chair NBC), Cllr Hill (Councillor, NBC), Anjona Roy (NREC), Pauline Woodhouse (BMESRP), Rachel Packman (Police), Jenny Campbell (Inspiration FM), Anne Frost (Northamptonshire Carers), Dawn Panter (Northamptonshire Careers), Kerrie Chennell (NPH), Alice Morgan (NBC), Nisha Mejer (NBC)*

*Took minutes

1. WELCOMES, INTRODUCTIONS AND APOLOGIES (18:30-18:35)

Apologies: Matthew Torreson (VIN), Neelam Aggarwal – Singh (IHWO/NIFF/BMESRP), Rutendo Nyatsine (Community Co Chair, Zimwomen Association), John-Rawlings

Cllr Malpas welcomed everyone to the meeting and introduced Cllr James Hill to the forum. Cllr Hill will be taking over from Cllr Malpas in May 2016 and would like to start to attend future meetings.

2. MINUTES AND MATTERS ARISING (18:35-18:45)

Minutes were agreed as a true record.

Item to be added: Hate Crime Prevention Awareness Day on 16th October.

ACTION: Information to be sent out to the forum.

3. ELECTION OF COMMUNITY CO CHAIR (18:45 - 19:00)

RN was nominated to be Co Chair and this was approved by the forum.

4. NORTHAMPTON CARERS

AF and DP gave a presentation about the group Northamptonshire Carers. The organisation supports carers, and in particular people who care for Dementia sufferers. There are approx. 8000 people who suffer Dementia and unpaid carers save the government £11 billion per year.

The remit of Northamptonshire Carers is to support the needs of the carers after diagnosis of the sufferer and to help the families affected. Many services are offered including sit in services, taking patients to hospital appointments. There is a choir, ukulele group, gym membership and holistic therapies as part of the services. Northampton Carers concentrate on the Dementia Care Advice Service and receive lots of referrals from this.

There is a promotional event 24th Sept 12 -2pm in Provasi Meldon, Wellingborough.

This event is to help raise awareness of their service to all communities.

AF stated that the group is struggling to engage with ethnic groups, and is hoping for feedback with other groups as to why they do not come for support.

AR advised that Wellingborough is a good location for the event and advised the group to approach the Supplementary Schools in that area.

The Hindu community will be celebrating Navatri on 13th October. Suggested that the group to approach the temple to have a stall there at that time. Also advised to contact Wellingborough Inter Faith Forum and to link to the "Wellingborough Spotted" page on Facebook.

JC asked how many BME communities suffer Dementia. AF and DP stated that this was difficult to find out and there is no concrete evidence. JC asked how the numbers are generated. This was not known by AF and DP. JC asked if the numbers are broken down in geographic area. AF and DP stated that they are.

AR offered to put in a Freedom of Information request for a breakdown of the data as the NHS is collecting this but not sharing it.

ACTION: AR and Northamptonshire Carers already work together and will link together to see if they can help each other.

PW: In October BMESRP are having a quarterly meeting at Northampton General Hospital and the meeting will be about Dementia. Northamptonshire Carers were invited to attend.

5. NORTHAMPTON PARTNERSHIP HOMES - ANTI-SOCIAL BEHAVIOUR (19:00 - 19:40)

KC, Tenancy Estate Manager, gave presentation on how to deal with anti-social behaviour for tenants who live in a house owned by NBC. KC defined anti-social behaviour under the Crime and Policing Act 2014. Often neighbour disputes could be anti-social behaviour too.

ASB can be reported using the following methods:

- Telephone – you can report an incident by telephoning us on 0300 330 7003 between the hours of 09:00a.m. to 5:00p.m. Please note that if the incident is of a criminal nature then you should contact the Police on 101 or if appropriate 999 in an emergency
- By e-mail - asb@northamptonpartnershiphomes.org.uk
- In writing – you can write to us at the following address:

Northampton Partnership Homes
The Guildhall
St Giles Square
Northampton
NN1 1DE

- In person – you may visit us at the One Stop Shop at the above address
- Online – you can report an incident on our website
northamptonpartnershiphomes.org.uk

KC explained the response times of incidents:

1 working day - Hate related crime, domestic abuse, and violence. Other incidents are 3 working days.

Adjustments are made for language issues.

The first meeting between parties is more of a vulnerability check list. It is to support and to fact find and to gain information. Then an action plan is created after the meeting. Anything hate related is reported to NBC so that they can liaise with each other.

RP asked if officers were getting hate crime training. KC answered that they were getting internal training. RP enquired about the level of training that they were getting. KC stated that they need a better system for training.

AR asked if there is a point of contact for hate crime. KC answered no. AR also asked if there is a policy reviewing them. Wondered if there is a corporate one similar one to NBC. Also questioned how the information would be fed to them.

KC informed the forum that if the incident involves their tenants then they need to contact them via the methods mentioned earlier.

JC questioned what the difference is between this agency and the police. Raised concern that the work that the agency did was duplicating the work of the police. KC explained that if the incident involving the tenant took place at home, then it is within their remit. Can look into the powers of the tenancy agreement.

KC said that they can access notes from the police. It allows them to have a picture and contact the police so that they can work together. RP thought that having a multiagency approach was a good idea.

AR: If someone racially abuses a neighbour there is very little the police can do. But NPH could do something. Spoke about the Fiona Pilkington case and the difficulties that arose from this as the information was not joined up.

AR asked how many incidents of Hate Crime are reported to NPH. KC said the figure is in double figures. The biggest stats of incidents are noise. The numbers are low with domestic violence as these are reported to the police instead. Need to raise awareness that this is anti-social behaviour too.

RP raised the importance of training and to encourage people to report this.

AR: some people may feel that certain racial abuse is not considered to be a crime.

KC : Also have cases where families are reluctant to report to the crime to the police. Therefore incidents not known for months. Tenants are given opportunities in the first four weeks only. The organisation needs to improve on this. There are 18 community rooms and there are being turned into hubs as they are underused. Will analyse what services are needed to put things in place. Eg awareness sessions. The organisation needs to let people know about this at the beginning of their tenancy.

PW suggested that a leaflet could be left in the property so that information can be

digested.

Cllr Malpas said that there are 16 Housing officers. In a ward there can be four different officers. Raised the concern that housing officers come and go. How will the tenant know about the changes? KC Understands that there is a big turnover of staff. Information of new officers is on the internet.

Cllr Malpas: Many people do not have access to the internet especially the elderly. There is severe deprivation in these areas and people only have use of the telephone. Officers should knock on the doors and introduce themselves to the tenant. They should also deliver a leaflet written in different languages. KC: If there is a big change of officers, information can be changed on publications. They can also ring us and ask.

Cllr Malpas : Every agency says that it is always someone responsible to find out information except the actual agency who provides the services.

Cllr Hill asked if the housing officers engage with the residents associations. KC : Yes they do. And posters are displayed in community centres and at doctor surgeries. They don't have to ring the housing officer to report the incident.

JC : How many estates do you cover? KC: Approx 50 – 52.

JC : Before NPH what was in place? KC: It is still the same team and same contact centre and reporting system.

JC : Asked if there are stats from BME perspective. KC: Everything is logged on the system and hold diversity information. Hold about 74% of calls logged.

JC: What is the worst that can happen to the perpetrator? KC: Ultimately you can take possession of the home. This has happened in the past. But there must be evidence for this to happen. This is based on balance of probabilities. If they don't have evidence we move the tenant to protect them. In ASB we can use restorative justice and try and make people realise the harm that they have done. There is support for people causing this eg – mental health difficulties or drug and alcohol issues. Can use informal measures eg – warning letters. Legal action is the last resort.

ACTION: Presentation to be sent out by AM /NM

KC: Want to look at process mapping and look at more preventative work. Eg to educate people and to reach schools. Ask the forum for suggestions as to how to do this.

JC asked what the biggest issue is. KC: There is a big mix. White British perpetrators against other in this country. These are not always reported.

JC : It is concerning that the BME community does not report. People have to trust you. Maybe they don't. KC Also said that she would like to know why this isn't happening.

JC : How do publicise that you are no longer part of the NBC? KC : We use the press eg the Chronicle & Echo

JC: If you continue to use the same press this may not work. If you have an idea where certain communities come together – you need to contact them that way. KC : Can do this as we have a press officer

Cllr Malpas: Need continuity. When Housing Officers keep changing they will not bother to report.

KC: When people leave, we have to shuffle them based on their experience. Appreciate that people do not like change. Would like to come back to show improvements.

6. ACTION PLANS (19:40 - 20:10)

PW: For Black History Month, we worked on calendar for events. There are workshops on 30 Oct.

ACTION: NM/AM to send out information about this.

For Diwali all forums will have a presence at the event on 7th November. There will be an arts workshop taking place for all the community forums to come together for Diwali on Monday 26th October, 11-3pm in the Guildhall. The wider community are also invited to attend.

JC: suggested that this should happen for different events for forums to do this again.

Solar

AM met with volunteer and organisational support is being given.

JC: This is a huge problem. Do you feel that workshops will take place? Money is being used to create data but nothing happens. Can this be passed on to the NHS?

AM could not comment on whether Solar would loom to continue this particular project in the future, but the group is being supported.

Stop search

JC: Met with young people to find out what can happen.

Hate Crime:

AM has worked with Luisa Jepson from Northants Police on the Hate Crime Survey. A draft was circulated - there are a few amendments to make to this version. Did survey launched at Umbrella Fair but didn't work in this environment. Online survey would be a more targeted approach.

Will revisit other things at other meetings.

JC: Two incidents which should stay on the agenda but have been removed. AM : individual incidents...cannot have on agenda due to data protection.

JC: There is a concern that there is drop in numbers of people coming to the forum. Hate crime is a situation and questioned how effective the forum is. Agenda items have to appeal to the public.

Cllr Malpas: Cannot recall incident. Find a way to put in on as an action but we must not actually discuss the actual case.

JC: When people see the agenda they should be able to specifically request to try to get the stats to find out who has underachieved. Need to get an update.

ACTION: AM/NM to get an update on this.

ACTION: Education to be put on the next meeting.

Cllr Malpas: Are BME children improved with education? The schools have moved from comprehensive to academy.

JC: would like exact numbers.

ACTION: Historically there would be a statement that young people are

underachieving. What is the status now? How has this changed? Would like a broad picture specific to Northampton Borough. Had an influx of Eastern European. Cllr Malpas: What support is there for the Eastern European population?

7. COMMUNITY INFORMATION EXCHANGE (20:15-20:30)

NM: Northampton Inter Faith Forum is holding a Faith Walk on 20th September.

PW: Next NGH user group meeting.

Cllr: Weston Flavell Centre Roadshow. Keep children safe event. They praised Inspiration FM. They are there for 4 days.

JC: 25th Sept: Breakfast show on Inspiration FM talking about stop search. There is a radio phone in about this issue.

13th October: Free Human Rights Training by the British Institute of Human Rights. 10am – 4pm,

16th October: Hate Crime event commemorating the experience of victims. All Saints Church 7-9pm.

29th October: Fundraising event. Bab Myana. 18 Kingsley Park Terrace. £20. 50% of the money going to Care Without Borders to support action on the refugee crisis.

8. DATE OF NEXT MEETING

Thursday 12th November 18:30 -20:30, The Guildhall

Forum Action Plan						
Chair:	Cllr Christopher Malpas and Rutendo Nyatsine		Responsible Forum:	Diverse Communities Forum		
Outcomes identified within the Corporate Plan:	<ul style="list-style-type: none"> Empowered local communities with a greater capacity to become involved in community life Promote integration and cohesion Appropriate support provided to those in most need Services are fair, accessible and responsive to individual needs residents and customers feel informed and engaged in service quality and design Future developments informed by the views of local people Delivery of events to celebrate and enjoy the Town’s heritage and culture 					
Objectives:	<ul style="list-style-type: none"> Bringing together statutory and voluntary organisations, diverse community groups and residents Promoting and encouraging equality Promoting partnership working by statutory and voluntary sector organisations and diverse groups and communities Identifying gaps in provision for diverse communities 					
Actions:						
Action	Owner	Activity (intelligence led)	Timescale	Cost	Measure	Last Updated
Project Diversity	NBC – Suzanna Storey/Pauline Woodhouse	<p>Opportunity to increase the attendance at the forums, by engaging community groups, this will also provide research for the film/play. Play and film to celebrate diversity – active culture of celebrations – focus groups/documentary to be produced actively promote the forum by engaging and visiting existing community groups.</p> <p>Currently on hold until lead available again.</p>	Summer 2015	£30,000 (bid to be submitted to the Arts Council)	Film produced, Play produced, No of community groups engaged, representation at the forum	October 2015
Black History Month	BME SRP – Pauline Woodhouse	<p>Workshop and performance by Three The Hard Way.</p> <p>Black History Month Calendar to be developed – waiting for community to send details of events.</p>	30 th October 2015	Nil (Event funded by NHFT, NBC support with venue)	Event and workshop delivered – number of attendees	October 2015

<p>Diwali Lights Celebration 2015</p>	<p>IHW0 – Neelam Aggarwal and Alice Morgan</p>	<p>Forum workshop and presence. Festive road to deliver arts workshop, creation of tea lights and a banner, on Monday 26th October, 10-3pm in the Great Hall. Event in partnership with Indian Hindu Welfare Organisation, Northampton Interfaith Forum, Voluntary Impact Northamptonshire’s School of Life, and Festive Road. Participants to then have presence at Diwali Lights parade</p>	<p>26th October 7th November 2015</p>	<p>£800 (£250 School of Life, £550 Councillor Community Fund)</p>	<p>Workshop delivered and no of attendees participating in parade</p>	<p>October 15</p>
<p>cc alry R U + UR NOT + HIV Testing awareness and sessions in Northampton 6</p>	<p>Solar-Northamptonshire Wendi Buchanan</p>	<p>To train 4 volunteers to be ‘Rapid HIV testers’, including Lee G from DeafConnect LGBT, Stella O – student at University of Northampton and two other regular volunteers.</p> <p>To purchase sufficient Rapid Testing kits and resources, pay for centre/ room use to set up a twice weekly testing sessions (1 evening and one on demand – facilitate local groups) for 6 months</p> <p>To pay for resources to improve and extend our display. ‘Pocket info cards’ with info about HIV and local testing and anti-stigma messages.</p> <p>Organise two events in Autumn to raise awareness of the increasing number of transmission in Northampton and how to get tested and maintain your status. Including with local media and statutory partners.</p> <p>Leading in to National HIV Testing week at the end of November and then to our annual events with NBC and partners for World Aids Day 2014.</p> <p>Create a positive message and dynamic spectacle with ‘Flashmob’ event and online viral ad.</p> <p>Currently on hold due to circumstances with organisation. Alice Morgan to provide support and guidance to organisation in interim.</p>	<p>August – end December</p>	<p>£5,900</p>	<p>Number of groups and individuals engaged. Online surveys completed, register of attendance.</p> <p>Visitor number at stands at events</p> <p>Report and feedback</p>	<p>July 14</p>

Stop Search	Inspiration FM	Develop method of communicating with local communities about Stop Search	To be agreed	To be agreed	To be agreed	Sept 15
Hate Crime	Alice Morgan / Luisa Jepson	Work with Disabled Peoples and LGBTQ Forum on a Hate Crime Survey, finding out about the communities experience of Hate Crime. Hate crime survey now live! All organisations to share with wider networks. Liaise with Schools about how Hate Crime is reported in schools.	September 15	Nil	Online surveys completed, results collated, report created.	Sept 15
10						
Revisit past consultations that have come to the forum	Forum	- Northampton Faith Communities Profile and Places of Worship – Audit and needs assessment	To be agreed	Nil	To be agreed	Sept 15

Other issues to discuss

- Education and underachievement
- Housing, BME Needs and Strategy, Houses of Multiple Occupation
- Zero working hours
- Northants Police – BME Recruitment Drive