

Torbay, Plymouth & Devon VCSE Assembly Full meeting

14th November 2023
2.30 pm via a teams call

Invited VCSE Participants with full voting rights

Diana Crump Independent Chair; **Jasmine Allen** (Guest); **Ellie Barnes** East Devon VCSE Network Coordinator; **Nee Bedford**, Area Manager for Mental Health Matters (MHM); **Daisy Binnie** Family Resource Team Manager, Exeter Community Initiatives; **Colin Bray** (Guest); **Dr Hannah Burgon** Sirona Therapeutic Horsemen; **Fiona Carden** CoLab Exeter; **Jo Clay** Empower – Be The Change; **Natalie Campbell** Devon Communities Together (DCT); **Nora Corkery** Devon Communities Together (DCT); **Tom Cox** Devon Mental Health Alliance; **Louise Flagg** North Devon Voluntary Services; **Victoria Flagwell** (Guest); **Richard Foxwell** Wellmoor; **Ceri Goddard** (Guest); **Darin Halifax** Integrated Care Board; **Samantha Hill** Eddystone Trust; **Nick Hindmarsh** Dartmouth Medical Practice; **Amanda Howard** Age Concern North Devon; **Bobby Hughes** (External); **Keda Johnstone** Devon Mental Health Alliance; **Alex Kelly** Way Makers Devon Community Interest Company; **Alex Kittow** Libraries Unlimited; **Alison Knight** (Guest); **Davina Leither** (Guest); **Emily Lezzeri** Ottery Help Scheme; **Roisín Lynch** Kooth/Qwell; **Kirsty Luxton** (Guest); **Helen James** Nutriri; **Kate Ogilvie** South West Academic Health Science Network; **Joanne Overton-Pitts** Kooth Plc; **Jo Rice** Age Concern Crediton; **Hannah Rendel** (Guest); **David Rodgers** Devon Communities Together (DCT); **Benjamin Rossiter** (Guest); **Victoria Shipway-Legg** Colebrook South West; **Tricia Stewart** Counsellors Southwest CIC; **Cara Stobart**, Devon Association of Local Councils; **Hayley Tranter** (Guest); **David Trehearne** (Guest); **Vince Wilson** Citizens Advice Bureau;

In attendance: **Laura Reid** Devon Communities Together (Minutes)

Observers/Assembly Associates:

- **Cllr James McInnes** Cabinet Integrated Social Care and Health at Devon County Council and Chair One Devon Partnership;
- **Inspector Fergus Patterson**, Mental Health Suicide Prevention Officer, Devon and Cornwall Police

Apologies Sent or Declined:

Caroline Aird Devon MS Society; **Dr Nigel Acheson** NHS Devon ICB - 15N; **Hazel Acland** The Nest; **Jenny Baker** Sense Ability Therapy CIC; **Louise Barnes** Elder Tree Befriending; **Justine Barkas** Huntington's Disease Association; **Ian Blackwell** DCF; **Bill Blythe** Petroc; **Julia Boas** Intercom; **Katie Carter** Citizens Advice Devon; **Emma Desaram** University of Exeter; **Derek Dodd** alzheimers.org.uk; **Gareth Dix** Active Devon; **Heather Eggins** Nutriri; **Nicola Frost** Devon Community Foundation (DCF); **Nicky Flynn** Age Uk Exeter; **Nikki Fuller** Encompass Southwest; **Mair George** Villages in Action; **Marie Gould** NDVS LTD; **Iain Harris** Work Club (Libraries Unlimited); **Samantha Goff** Operations Manager NHS England Seasonal Surge Programme SW & CL; **Bobby Hughes** CAG (Community Action Group); **Stephanie Lewis** Living Options; **Matt Merriam** Colab Exeter; **Andrew Millward** NHS Devon ICB - 15N; **Andrew Moreman** Young Devon; **Tracy McLeod** Four Greens Community Trust; **Simon Milner** Exeter Chamber Choir; **Janie Moor** South Hams CAB; **Karen Nolan** West Devon CVS; **Si Parham** Improving Lives Plymouth; **Thea Platt** Wild Embers; **Teresa Pollard** Exeter Community Initiatives; **Alison Pope** The Co-op Group (Community and Shared Value); **Anthony Purnell** SSAFA The Armed Forces Charity; **Emma Richards** Citizens Advice; **Kristal Rocks** The Eddystone Trust; **Lee Sewrey** Improving Lives Plymouth; **Simone Thompson** TTVS; **Neil Vaughan** Community Support Team CIC; **Suzie Walters-Jeffries** Devon Carers; **Wendy West** National Autistic Society West Devon Autistic Women's Group; **Grace Williams** The Fourth Trimester Postpartum CIC; **Sue Wroe** Teignbridge CVS; **Matt Young** Who Needs Instructions **Paul White** E Culture Solutions; **Dr Sarah Wollaston** NHS Devon ICB - 15N;

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Item of business	Discussion Points - Detail/Update/Comments/Requests
<p>1. Welcome from Chair and Apologies</p>	<p>An introduction was given by the Chair, thanking everyone for attending the third full Torbay, Plymouth and Devon VCSE Assembly meeting and noting 21 apologies, as above. Diana Crump requested that attendees introduced themselves via Chat, due to the number of people attending the meeting. Diana Crump then stated that she was hoping that the meeting would be a spotlight on Mental Health and implored all to join in with the upcoming debate. Diana Crump introduced three speakers for the meeting – Tom Cox, Devon Mental Health Alliance to discuss Crisis Cafes, Cllr James McInnes to introduce one of One Devon Partnership priorities – Children and Young People and then Fergus Patterson from Devon and Cornwall Police to do a presentation on ‘Right Care Right Person’ followed by Q&A and AOB.</p> <p>Diana Crump, Richard Foxwell and Natalie Campbell confirmed that Actions from last meeting have been completed.</p>
<p>2. Tom Cox – Devon Mental Health Alliance</p>	<p>Devon Mental Health Alliance (DMHA) are commissioned to undertake Community Mental Health Framework via two streams - 1:1 and group support with people who are falling through the gap between primary and secondary mental health services, and building links with statutory services and working in partnership with all of the great services within the community, in order to link services up. DMHA have Innovation Funding available to work with grass roots organisations. DMHA have supported 800 people in their 1:1 and group services over the last two years. Tom Cox shared some slides, which will be shared with the Assembly following this meeting. The slides detailed structures to facilitate flow through the Mental Health System. The Mental Health system is very hard to navigate. Multi Agency Team (MAT) Frameworks have been set up by the Community Mental Health Framework. This can work very well with great collaboration but in some areas there is still some professional protectionism taking place, making it hard for our VCSE partners to access information. DMHA is setting up a VSCE Interface panel, as a space for members of all sectors to come together and where DMHA can warm hand hold professionals through the Mental Health system, supporting MAT infrastructure. Comms will be released soon regarding how this service will be launched. Sitting alongside this, the feedback we have received is regarding access to wider learning opportunities – accessing information about training/peer-to-peer support networks can be difficult to access. We are keen to provide clarity around those support offers to enable smoother flow between different areas. DMHA Alliance are keen to get feedback from the Assembly regarding this as they are at very early</p>

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	<p>stages and want to work in partnership across the sector. Tom Cox gave thanks to the 80 people who attended a separate VCSE Children and Young People group.</p> <p>Diana Crump asked if the DMHA is Commissioned by NHS or Social Care? Tom Cox confirmed that it is under Social Care. Diana Crump explained that in recent times the statutory requirement for the NHS to competitively tender has been reneged. A piece of work is being undertaken by Diana Crump along with others and the commissioners across Devon to address how this will affect the VCSE Sector. Helen@Nutriri asked to be kept informed about the non-competitive tendering as she would wish to be part of the conversation.</p>
<p>3. Nee Bedford, Mental Health Matters & Victoria Shipway-Legg, Colebrook South West</p>	<p>Nee Bedford introduced Mental Health Matters, stating that they deliver the contract for The Moorings Services across Devon and Torbay. The Moorings Service offers three Crisis Cafes across Devon, in Barnstaple, Torquay and Exeter, primarily out of hours services, providing interventions and support to stop people falling further into mental health crisis. No referrals are needed. Support is provided via telephone and video services, which suit the rural location of lots of their users. Face to face, drop-in services are also available. Barnstaple service is open Thurs-Mon 6pm-11pm, Exeter and Torquay evening and weekend offer is 6pm - 12am Monday - Friday and 12pm – 12am Saturday and Sunday. There are currently weekday pilot projects in both Exeter and Torbay, these are available from 10am – 12am Monday to Friday and running as face to face in Exeter and via video appointments in Torbay. These pilots are currently running until March 2024. In Exeter we have moved onto the Devon Partnership main site and are looking to bridge the gap between inpatient and community, and assist with planned discharge. Victoria Shipway-Legg introduced Colebrook South West, which works in Plymouth providing community support for vulnerable people with mental health needs, run wellbeing hubs and community engagement with people regarding their experience of Health and Social Care. They also run Plymouth crisis care Headspace, which is available 6pm - 12am every night of the week, face-to-face at different locations across the city, also available via the telephone. We have a service whereby the emergency services can drop people off with us for support during the evening. The service is widely used, has lots of footfall and well used by our partners.</p>
<p>4. Cllr. James McInnes, Cabinet Integrated Social Care and Health at Devon County Council and Chair One Devon Partnership</p>	<p>Cllr McInnes stated that One Devon partnership went through their statutory duty to set up an Integrated Care Strategy, to look at health and other matters. The partnership felt it important to take on an issue they all feel passionate about – Children and Young People, as some of them sometimes fall through the gaps. In Devon County Council area, Plymouth and Torbay we have a real problem with children with Additional Needs accessing the support they need, in particular within the NHS. The Independent Care Board are making a Children and Young People taskforce their priority for the next 12 months. The priority is to work as a ‘critical friend’ to identify where things are not working as they should for Children and Young People and to have discussions around how these can be addressed. A vital aspect of this is listening to children to find out what the issues are and we welcome input from this Assembly.</p>

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<p>5. Inspector Fergus Patterson, Mental Health Suicide Prevention Officer, Devon and Cornwall Police</p>	<p>Cllr. James McInnes welcomed any questions? Diana Crump asked how to ensure the VCSE voice is both heard and impactful within the Children and Young People’s Task Force in a practical sense, i.e. what is the process and how can people input into this? Cllr. James McInnes asked Diana Crump to link in with him in order for him to put Diana into direct contact with the Taskforce. A representative from the Assembly will be joining the Taskforce, this will be fed back when it is confirmed.</p> <p>Tricia Stewart - working in Adult Services, we are often referred children from Children and Adult Mental Health Services (CAMHS). Their service is time limited, a lot of the children referred need longer term support and not time limited services, work needs to be done to address transition from child to adult services. Cllr. James McInnes agreed that a lot of work needs to be done around transitions, this needs to be planned and started with lots of time to plan, particularly with children with disabilities as post 18 provision is very different to child provision. This is something that is not being done well at the moment and needs to be addressed.</p> <p>Cllr James McInnes confirmed that the Taskforce covers geographical Devon, encompassing Plymouth, Torbay and Devon County Council. We, in local government, are all feeling the pinch in funding, working closer together to make the funding go further and get the right outcomes for Children and Young People is essential. I am a real fan of Social Prescribing and feel that it needs to be expanded.</p> <p>Keda Johnson, Chief Executive of Family Compass, MH charity based in North Devon - our Community Mental Health Offer is completely oversubscribed, we never have enough spaces. A comment regarding the post 18 support, in our constitution, we offer support until 25 to assist with the gaps in transition, as do many VCSE organisations. A lot of the children we work with are Care Leavers, who in particular need this extended support into adulthood. Cllr James McInnes agreed, adding that children with Special Educational Needs and Disabilities also require support until the ages of 25. Devon County Council and Plymouth and Torbay Councils are taking the steps to recognise the characteristics of Care Leavers, including not charging Council Tax and working with employers to offer additional support to Care Leavers. There are a lot of disparate areas to bring together.</p> <p>Daisy Binnie, Family Resource Team Manager, Exeter Community Initiatives - in previous role working with families with children with SEND, there was a great Social Care Transition Model, which worked very well with that cohort, so the support is there and available in Devon. We currently do a lot of work with the parents of children with Additional Needs, it can’t be underestimated the additional pressure that providing that extra care for a child puts parents under, in particular lone parents. Navigating the statutory services can be very challenging and often lone parents do not have the village around them to support them through this. A lot of children are being home schooled, a large part of this is down to mental health struggles and this needs to be addressed.</p> <p>Inspector Fergus Patterson, Devon and Cornwall Police introduced ‘Right Care, Right Person’ A National Partnership Agreement between NHS, DHSC, Home Office, National Police Chief Council and College of Policing. It is an agreed approach to get the most appropriate care and support to people during a time of crisis. Feedback has shown that a police car turning up during a time of</p>
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<p>6. A.O.B</p>	<p>crisis, which can be seen by the whole community, can be intimidating and not the right thing to do at a time when support is most needed. The Police Service have been told that we need to concentrate our efforts on carrying out our duties – to Prevent and investigate crime, to Keep the King’s Peace and to save lives. A report by His Majesty’s Inspectorate of Constabularies and Fire Service said that the police need to stop ‘picking up the pieces’ and focus on their duties, as laid out above. Therefore, Police will apply a structured decision making process before taking a role in non-crime care situations. Control Room will decide if the Police should attend. The Police are part of the Criminal Justice and Public Safety System, not the Integrated Care System. We have been failing on supporting within A&E, for example. We are using the Right Care, Right Person system to address this. The Police may, but do not have to and probably shouldn’t, attend safeguarding, welfare or health, including mental health situations unless there is an immediate risk of death or serious harm.</p> <p>Welfare checks to be taken over by our Partners – NHS/Integrated Care Boards/Community Responders/VCSE partners. Right Care Right Person is being rolled out between Autumn 2023 – Spring 2025.</p> <p>Diana Crump asked if the VCSE view was sought at National Strategic Level? Was it ACEVO? Inspector Fergus Patterson does not have access to that information. College of Policing have that list, Diana Crump requested to see the list. Inspector Fergus Patterson - to manage expectations, it is unlikely that I will be able to access that list. Please contact Dept of Health and Social Care, which was ?? asked for details of who to consult in VCSE sector – contact them to request this information.</p> <p>Tricia Stewart - expressed concerned around response times, moving away from the Police. If there are no emergency crisis responses what will be in place to stop crisis escalating to risk of serious harm? Inspector Fergus Patterson we had a Police response unit driving mental health workers to patients in crisis, which worked really well but the officers involved were not then responding to crime, as laid out above. The aspiration is to have Mental Health Ambulances, staffed with mental health professionals to attend those in crisis. Daiana Crump stated that VCSE involvement at this stage is essential to assist in planning this transition. Then went on to ask: Have these conversations been raised in a Statutory Safeguarding Board? The independent advocates and Chairs of the Adults and Childrens Safeguarding Boards have all received invitations from the Chief of Police.</p> <p>Diana Crump read question which had been sent ahead of the meeting; How do we safeguard staff working in mental health VCSE sector? Burnout impact is real and ongoing. Diana Crump suggested that this is a question for the Mental Health Alliance or VCSE Assembly. Lots of agreement around the table that this issue needs to be addressed. We have run out of time to discuss this further but it is an important issue that needs to be addressed.</p> <p>The next session will be looking at social care, then moving forwards we will be looking at digital and then onto the environment. If there is anything else that the assembly would like to suggest or any speakers to put forward, please contact Diana Crump.</p>
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Agreements/Outcomes/Actions/Aims

- Tricia Stewart Cancer South West and Darin Halifax Integrated Care Board will meet to discuss adding referrals via Joy App.
- Cllr. James McInnes and Diana Crump to link to put VCSE Assembly into direct contact with the Taskforce.
- Tom Cox and Inspector Fergus Patterson to link and have conversations around the transition to Right Care, Right People.

Date of next meeting: Tuesday 12th December 3-4.30pm