

NOTICE OF MEETING

COMMITTEE : North Luton Area Board

DATE : Thursday, 15 October 2015

TIME : 20:00

PLACE : THE MEADS PRIMARY SCHOOL
SAWTRY CLOSE, LUTON, LU3 2UE

COUNCILLORS : GARRETT (CHAIR) PEDERSEN
CAMPBELL PETTS
R. J. DAVIS ROWLANDS
GREEN WORLDING
LEWIS YOUNG

CO-OPTED MEMBERS: Bedfordshire Police Representative(s): tbc
Luton Clinical Commissioning Group
Representative(s): Dr Anthea Robinson & Liz Cox
Ward Representative(s): tbc

QUORUM : 3 MEMBERS

Contact Officer: Bert Siong (01582 546781)

INFORMATION FOR THE PUBLIC

From 6.30 p.m. to 8.00 p.m. Ward Forums will take place. The Forums will enable issues that are specifically relevant to each Ward to be discussed.

The Area Board will commence at 8.00 p.m.

PURPOSE: To enable the Council to effect locally based communication, consultation and decision-making.

This meeting is open to the public and you are welcome to attend.

For further information, or to see the papers, please contact us at the Town Hall:

 **IN PERSON**, 9am to 5pm, Monday to Friday, or
 **CALL** the Contact Officer (shown above).

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AGENDA

<i>Agenda Item</i>	<i>Subject</i>	<i>Page No.</i>
1	APOLOGIES FOR ABSENCE	
2	MINUTES	
2.1	Minutes - 22nd June 2015	3 - 6
3	Chair's Announcements	
4	Feedback from Ward Forums	
5	Public Question Time	
6	Petitions, If Any None for this meeting.	
	REPORTS	
7	Former Sundon Park Library Site - Consultation Process with Residents (Oral Report of the Service Director, Fixed Assets)	
8	Disposal Process of the Former Sundon Park Community Centre - Council's Intentions (Oral Report of the Service Director, Fixed Assets)	
9	Affinity Water - Water Saving Programme - Presentation (Presentation by Adam Warner, Affinity Water Ltd)	7 - 18
10	Flying Start 2014-2024 – Luton's Pregnancy to Five Years Strategy (Report by Joe Biskupski, Flying Start - Community Participation & Volunteering Manager)	19 - 21
11	Luton Clinical Commissioning Group – Update (Report by Dr Anthea Robinson, Liz Cox, Luton CCG)	22 - 23
12	You Said, We're Doing - Neighbourhood Governance Progress Report (Report of the Community Development Project Manager)	24 - 31
13	Agenda Planning	
14	Date of Next Meeting: Thursday 03 March 2016	

NORTH LUTON AREA BOARD**22nd June 2015 at 8.00 p.m.**

PRESENT: Councillor Garrett (Chair), Councillors Campbell, R. J. Davis, Green, Lewis, Pedersen, Petts, Rowlands, Worlding, Young

2. APOLOGY FOR ABSENCE (REF: 1)

An apology for absence from the meeting was received on behalf of Adrian Cullen, Luton Clinical Commissioning Group.

3. MINUTES (REFS: 2.1 & 2.2)

Resolved: That the minutes of the meetings held on 16th October 2014 and 19th May 2015 be taken as read, approved as correct records and signed by the Chair.

4. CHAIR'S ANNOUNCEMENTS (REF: 3)

Board Members introduced themselves, given the large number of newly elected ones.

5. FEEDBACK FROM WARD FORUMS (REF: 4)

Feedback on top three key issues discussed at each ward were noted by Members as follows:

Sundon Park Ward

- Lengthy discussions held particularly in relation to the sale of the old Sundon Park Library by the Council. Community representatives were very passionate about the sale, believing the outcome of the bidding process was not in the best interest of the local community, despite the Council legal obligations to maximise revenue from the sale.

Bramingham Ward

- Rubbish;
- Parking on pavements;
- Speeding in Quantock Rise.

Icknield Ward

- Parking problems near the BP filling station in Barton Road/ Grasmere Road. Yellow lines were put in but only extended to 10 metres, when they were meant to be 15 metres;
- Skating on footpath;

- Speeding in Barnfield Avenue still a problem, and was subject of a number of residents' complaints.

Northwell Ward

- Fly tipping and general rubbish in Marsh Farm Area;
- Children riding motor cycles and quad bikes without helmet and licence was a big safety worry, which was likely to get worse during summer holiday period;
- Illegal parking particularly around schools. There was no deterrent.

Limbury Ward

- Speeding concerns remained with lack of enforcement of the 20 mph speed limit;
- Parking on the pavement.
- Fly tipping a big concern – CCTV funding requested;

Resolved: That the feedback on the top key issues from the Ward Forums be noted.

6. PUBLIC QUESTION TIME (REF: 5)

Old Sundon Park Library

Questions were raised and comments made by representatives of Sundon Park about the sale of the old Sundon Park Library.

The Chair informed them that, as the issues had been fully discussed at Ward Forum, the Board would not re-consider them further.

Residents asked if the two Sundon Park Ward Councillors could inform the Executive of people's strong views and wishes on the matter.

The Board noted that the Sundon Park residents were clearly unhappy about the decision of the Council relating to the sale of the old library site. However, it was decided that the correct course of action would be to send a reference to and inform the Executive of the strong views held by of the Sundon Park residents.

Responding to a question requesting that the Council put a block on the sale and stop it going ahead, the Chair informed them the Council would not be able to do that.

The Fixed Assets officer informed residents that the decision to sell was made by the Executive in March 2014.

A Member stated residents could attend Executive meetings to put their views across, as future spending decisions had to be made public. If too late in this case, they could ask to be kept informed in the future.

Another Member said he had been involved with the case from the outset and that he too had not received responses to queries about the details and therefore was not aware if the deal had been sealed.

A number of the Sundon Park residents continued to angrily disrupt the meeting, shouting personal insults directed at the Council and Board Members, including the

Chair, in an abusive and threatening manner and approaching the top tables, alleging lack of clear communication/ consultation with residents and abuse of process. They then left the meeting.

North Luton Housing

Responding to a question on Council Housing Policy on land north of Luton, the Chair said he was against building houses on green belt, until brown field sites had been built on first, but could not speak for the Labour administration. He added that as the land north of Luton was in the Central Bedfordshire Council area, the decision was theirs.

The Board was requested and agreed to provide information on the Council Housing Policy at its next meeting on 15th October 2015.

Policing

Two members of the public were disappointed that the Police was not in attendance at the Ward Forums and the Board meeting. The Board was not aware of the reasons for the 'no show', but some Members were aware that the Police re-structure was being put in place on that day.

Another resident had an issue for the Police, but did not see Police on Bramingham, as used to be the case.

A Member commented the changes meant it was likely there would be less patrols as the Police only attended emergencies.

Another Member said it was a predictable consequence of the budget reduction and shedding 135 police officer posts. He said Bedfordshire Police was the second worst funded force in the country.

The Chair had an opposing view, stating the government was taking steps to resolve the issue, but agreed the Police no show at the meeting was poor. He commented that the recent referendum on the proposed increase in council tax to pay for more police officers was poorly promoted, due to restriction on what explanation could be provided.

Resolved: (i) That issues discussed as a result of public questions be noted;

(ii) That a reference be sent informing the Executive of the strong negative views expressed by community representatives from Sundon Park in relation to the sale of the former library site and of the allegation that the Council had not clearly communicated and consulted with the local community during the sale process.

(iii) That the residents and the Board's disappointment with the non-attendance of the Police at the Ward Forums and Board meetings be recorded.

7. YOU SAID, WE'RE DOING NEIGHBOURHOOD GOVERNANCE PROGRESS REPORT (REF: 7)

The Area Board Support Officer presented the 'You Said, We're Doing' Neighbourhood Governance progress report (Ref: 7), drawing attention to a number of key updates on the leaflet as follows:

- Details of the Participatory Budget events and the list of successful projects bids (page 2);
- Luton CCG information (page 5);
- Provisions of outdoor gyms in People's Park, Brantwood Park and Cohens Yard to promote health improvements (page 6).

A Northwell Ward Councillor promoted the North Luton event on 8th August 2015, advertised on the last page of the leaflet and encouraged all to attend.

A member of the public commented an outdoor gym was also available at Chaul End Park.

Resolved: That the report (Ref: 7) be noted.

8. LUTON CLINICAL COMMISSIONING GROUP – UPDATE (REF: 8)

Resolved: That in the absence of a Luton CCG representative, who was unable to attend the meeting, the CCG input on page 5 of the report (Ref: 7) be noted.

9. AGENDA PLANNING (REF: 9)

Resolved: That items agreed at this meeting and any other future items identified be included in the work programme for future meeting of the Board as follows:

- If the disposal process of the old Sundon Park Community Centre site was not yet completed, a report be submitted on the Council's intentions.

(Note: Police attendance to be requested for the next meeting)

10. DATE OF NEXT MEETING (REF: 10)

Thursday 15th October 2015

(Note: The meeting ended at 9.00 pm)

Affinity Water – Water Saving Programme

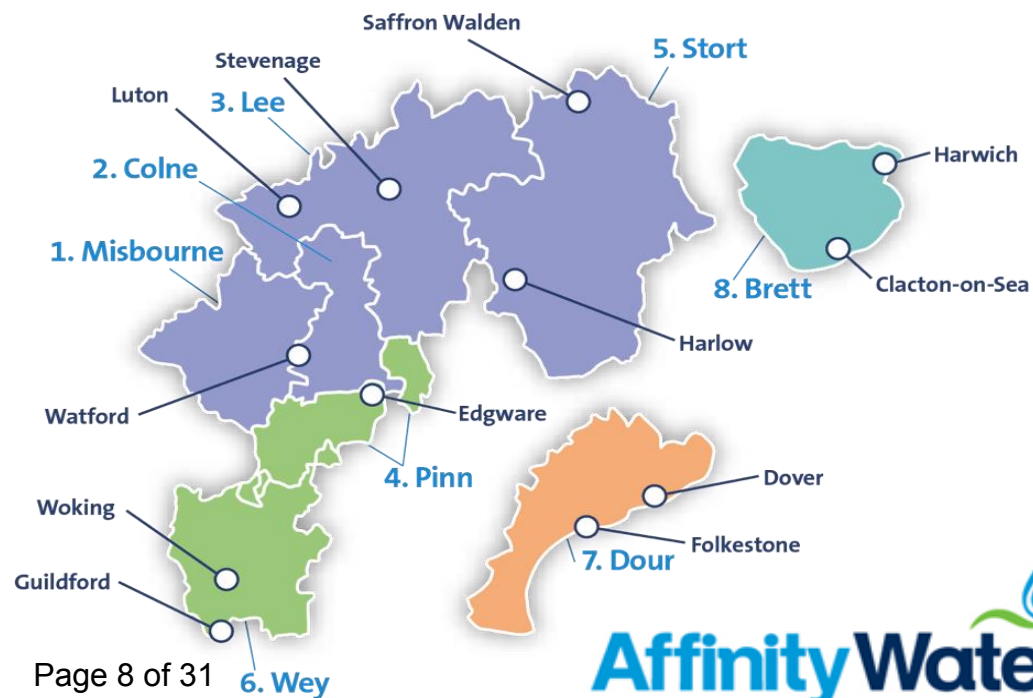
(Presentation by Adam Warner, Affinity Water Ltd)

Our Water Saving Programme

Affinity Water, who are we?

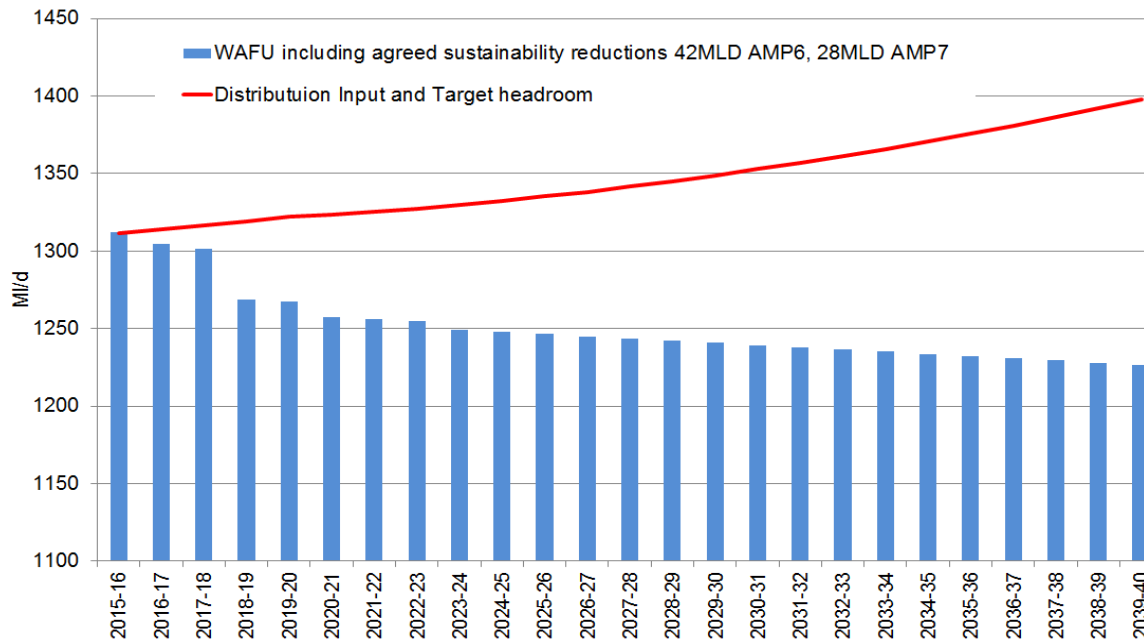


- Largest water only company
- Employs 1,200 people
- Supplies a population of 3.6 million people
- Supplies around 900 million litres of water a day through a network of 16,500 km of water mains
- 8 communities



Background

‘Making sure our customers have enough water whilst leaving more water in the environment’



Extract from Affinity Water's Statement of Response – Nov 2013 at dry year critical peak



If we do nothing, we face a shortfall of **170 million** litres of water each day by 2040

A Water Saving Programme where we will engage with our customers and encourage them to work with us to reduce the demand for water

Our Water Saving Programme

- Background
- Customer knowledge about water
- Informing customers
- There's more to save than just water!

SAVING WATER

Helping our customers to save water, save energy and save money



REDUCING LEAKAGE

Across our entire network



METERING

Metering customer properties



Current Plans - Central

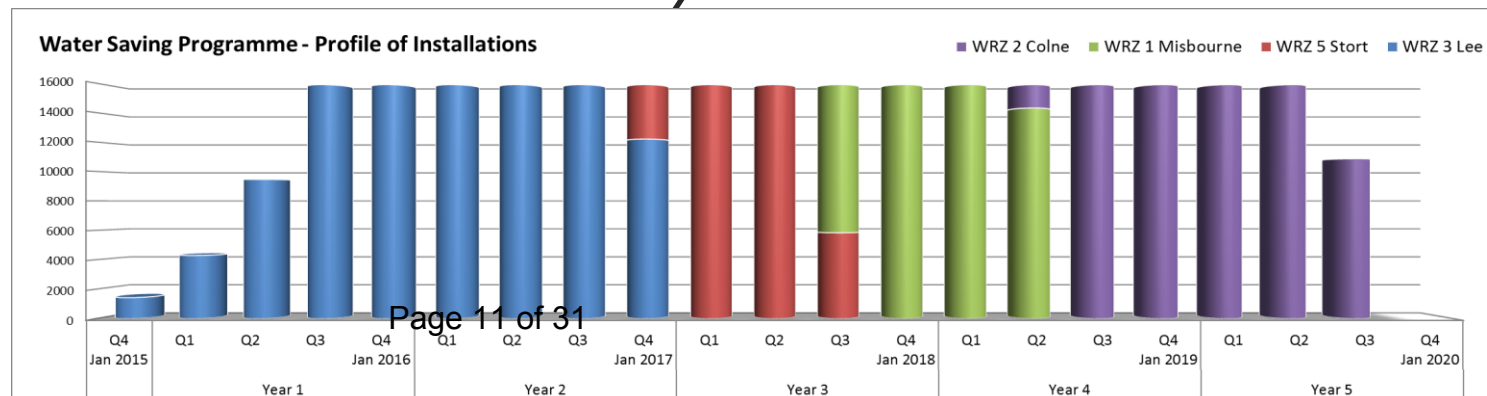
10 Year programme to save 56 million litres of water per day

Water Savings via:

1. Installation of 525,000 meters over 8 years in
2. 100,000+ Home Water Efficiency Checks
 - Customer change in behaviour
 - Customer side leakage detection
 - Water saving devices

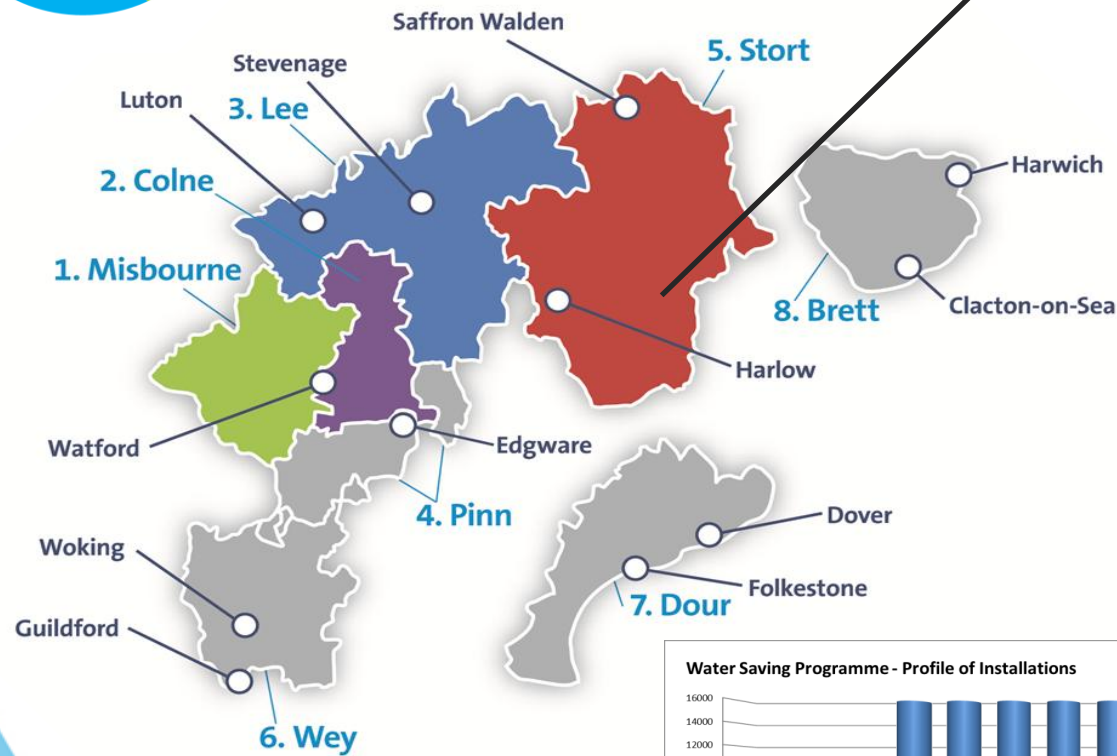
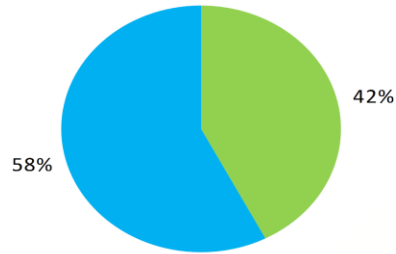
Year Installed Majority of Meters	Full Saving Delivered	Zone	Metering (MI/d)	CSPL savings (MI/d)	Water Efficiency (MI/d)	Total (MI/d)
2015-16	2017-18	AW5	2.71	1.01	0.57	4.29
2016-17	2018-9	AW1	3.67	1.38	0.76	5.81
2017-19	2018-20	AW3	7.11	2.62	1.52	11.25
2019-20	2021-22	AW2	4.93	1.87	1.08	7.88
AMP 6 delivery			18.42	6.88	3.93	29.23
2020-21	2023-24	AW4	12.07	4.04	2.6	18.71
2021-23	2024-25	AW6	5.36	1.97	1.17	8.5
AMP 7 delivery			17.43	6.01	3.77	27.21
Total			35.85	12.89	7.7	56.44

- 275 new installs
 - 100 Home Water Efficiency Checks
 - 65 retrofits
 - 65 replacements
Total: 505 jobs / day

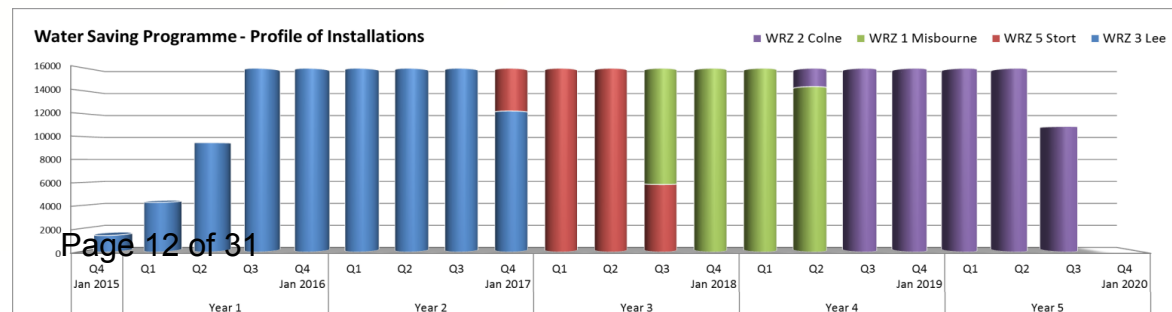


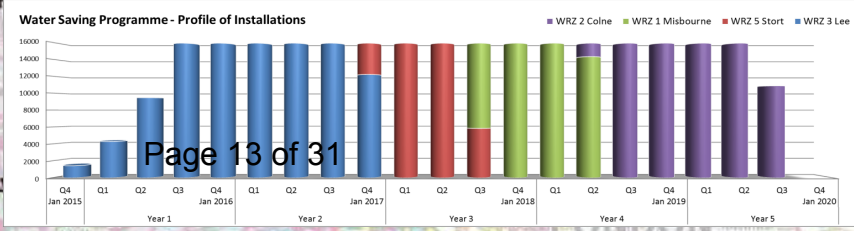
Metering over the next 5 years

Central



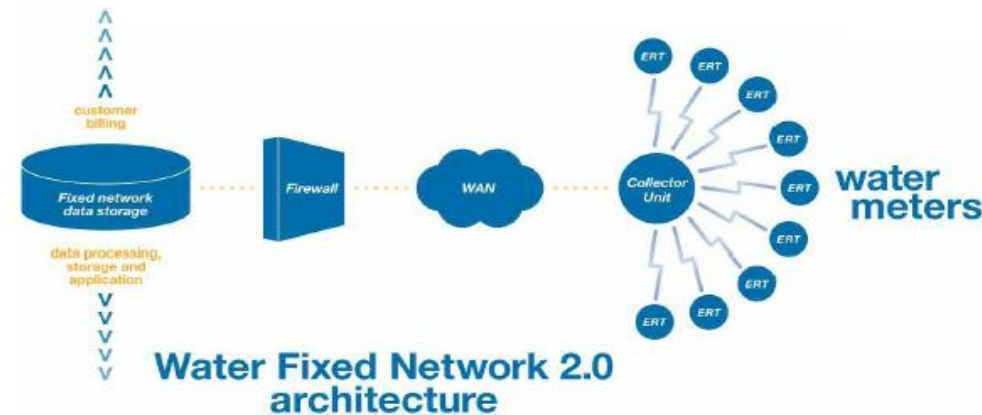
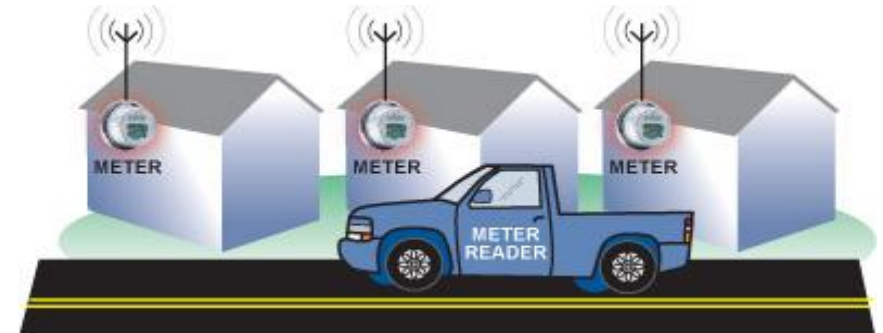
- Street by street
- Not like optants
- Not booked as appointment



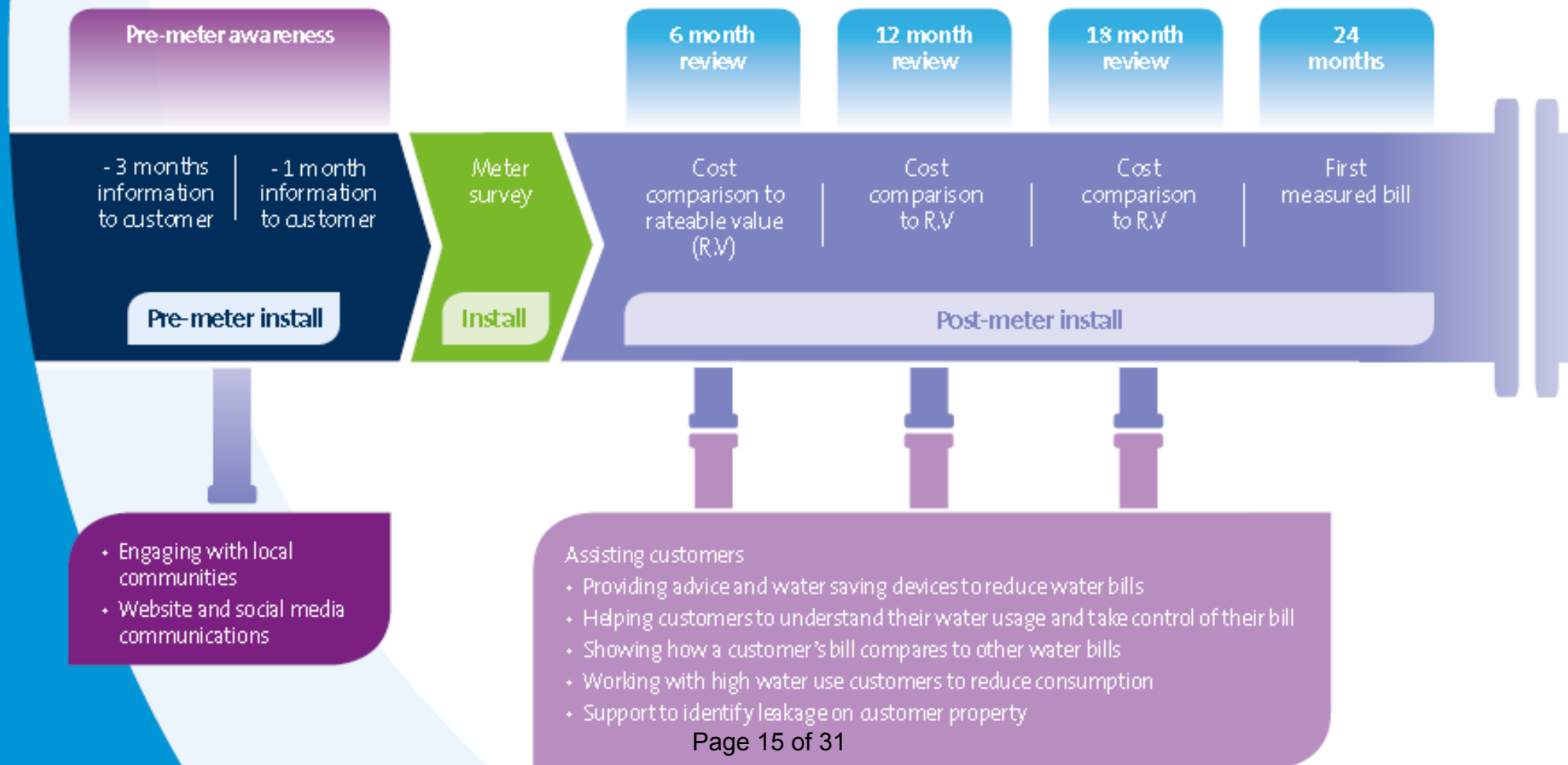


Metering Technology

- DUMB
- AMR Walk
- AMR Drive
- AMR Fixed
- AMR Long Range Fixed



The customer journey



Home Water Efficiency Checks

SAVING WATER

Doing a little saves a lot

Try these water saving tips to really make a difference!

Not only will they help you save water, they'll also help you save money on your bills – so it's good for your pocket and good for the environment too!



-  Take a short, 4 minute shower instead of a bath
-  Turn off the tap while brushing your teeth
-  Install a 'Save-a-Flush' device if you have a single flush toilet
-  Only run your washing machine and dishwasher with a full load
-  Fix dripping taps – if you need an approved plumber visit www.watersafe.org.uk
-  When boiling the kettle, only boil enough water for your immediate use
-  Use a water butt to collect rainwater, which can be used to water your garden or wash your car

For more information visit:

www.affinitywater.co.uk/savewater



Affinity Water website

The screenshot shows the Affinity Water website. The header includes the Affinity Water logo with the tagline "Your local supply, on tap", navigation links (Home, Contact us, Stakeholder Site), and a search bar. The main content area is titled "Our Water Saving Programme" and features a sidebar with links to "In this section" (Water Saving Programme, Water Efficiency Challenge, Saving Water, Reducing Leakage, Metering). The main content area includes a "3 ways" graphic and three columns: "SAVING WATER" (Helping our customers to save water, save energy and save money), "REDUCING LEAKAGE" (Across our entire network), and "METERING" (Metering customer properties).

- Post code checker
- Questions and answers
- Customers can view meter reads and cost comparisons.

<https://www.affinitywater.co.uk/wsp>

When will I be metered?

Post Code Search

To find out when your meter should be fitted enter your full postcode below:

e.g. AL10 9EZ

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Any questions?

AREA BOARD: NORTH LUTON

DATE: 15TH OCTOBER 2015

SUBJECT: FLYING START 2014-2024 – LUTON’S PREGNANCY TO FIVE YEARS STRATEGY

REPORT BY: FLYING START

CONTACT OFFICER: JOE BISKUPSKI – 01582 547980

IMPLICATIONS: N/A

WARDS AFFECTED: BRAMINGHAM, ICKNEILD, LIMBURY, NORTHWELL, SUNDON PARK

PURPOSE

1. To inform and update members of the North Luton Area Board of the work of Flying Start 2014 - 2024, Luton’s Pregnancy to Five Years Strategy.

RECOMMENDATION (S)

2. **The North Luton Area Board is recommended to note the report and make recommendations on further action where required.**

BACKGROUND

3. Flying Start is Luton’s primary prevention and early intervention strategy from pregnancy to five years of age. The aim is that *“Flying Start will make a positive and systematic change to the lives and life chances of babies and young children from pregnancy to five years of age in Luton for future generations.”*
4. Flying Start seeks to improve outcomes for children from pregnancy to 5 years and their families by intervening early when help and support is needed. It builds on the premise of the importance of the very early years of life giving every child the best start in life and tackling inequalities.
5. By the end of **10 years**, Flying Start seeks the following outcomes:
 - i. **Improve babies’ and young children’s communication and language skills:** Significantly more children, by their 5th birthday, will have age-appropriate communication skills, will interact effectively with adults and children, resulting in better educational outcomes and improved employment opportunities
 - ii. **Support healthy bonding between parents and their babies and young children:** More children are securely attached and emotionally resilient, with

improved school readiness. In the longer term the impacts of poor maternal mental health and associated risk factors on children's outcomes are reduced.

- iii. **Encourage healthy diet and lifestyles for babies, young children and their families:** Babies will have improved birth outcomes, with fewer women obese in pregnancy, improved understanding of nutrition and healthy behaviours, breastfeeding will be increased and fewer children are obese or have dental decay, with improved health and wellbeing into adulthood.

REPORT

Delivery of Flying Start Projects

- 6. Flying Start seeks to give all of Luton's children the best possible start in life – a **'flying start'**. Current projects include:
 - i. Training Luton's children's workforce in **Five to Thrive**, an approach to support parents to develop strong attunement with their babies through the use of five simple messages: Respond, Cuddle, Relax, Play and Talk. This training responds to parents' requests that they receive consistent messages from professionals. It is being adopted across Luton to give some of our most deprived and challenged families a better start. So far over 500 staff have been trained and are delivering these key messages to parents. **Links with Outcomes 1 and 2.**
 - ii. Developing the **Flying Start Worker** model – providing very early primary prevention and early help support for families during the first ten weeks of pregnancy, working with community midwives, and integrating Flying Start Workers with health visitors and children centre partners. **Links with Outcomes 1, 2 and 3.**
 - iii. Piloting the **Bumps, Babies and Toddlers Plus** drop-in clinic in Park Town: midwives, health visitors and children centre staff working together with a Flying Start Worker to deliver one-stop support for parents from pregnancy to five years of age. **Links with Outcomes 1, 2 and 3.**
 - iv. Implementing the **Sign 4 Little Talkers** intervention in early years' settings with the aim of improving speech and language skills through an innovative signing programme for two year olds. Early evidence shows significant improvements in children's outcomes at the end of year one. **Links with Outcomes 1 and 2.**
 - v. The **Me Time Family** physical activities programme for families with very young children is being launched in September 2015. **Links with Outcome 3.**
 - vi. Implementing a parent attachment stay and play session at a Children's Centre in Dallow working with the Anna Freud Centre. The **Baby Babble** pilot has demonstrated improvements in the setting for the workforce in terms of their understanding and knowledge of parent-infant attachment, and the quality of interactions at stay and play interventions. **Links with Outcomes 1 and 2.**
 - vii. Reviewing the parenting offer from pregnancy to five years including the introduction of an early pregnancy club from ten weeks with key primary

prevention messages and expanding the **Bump to Babe** antenatal parenting programme across Luton. **Links with Outcomes 1, 2 and 3.**

7. Following initial testing of evidence and science-based interventions in those wards which have the poorest child outcomes (Dallow, Biscot, South, Farley and Northwell) **Flying Start will be extending interventions into other wards where the data also indicates there are poor child health outcomes.**

Working with the local community

8. Flying Start is committed to harness the skills and passion of local people to make a real difference to their community – as part of the governance of Flying Start and as Flying Start Volunteers.
 - i. The **Flying Start Community Partnership** provides the means by which local people can get involved in the governance of Flying Start and ensure it delivers exactly what is needed by parents. The Community Partnership is made up of parents, community leaders, people who work with families from the voluntary sector and includes health visitors, midwives, early years' managers and workers, children centre staff and faith leaders. Furthermore, community representatives sit on the Flying Start Partnership – the Flying Start management board – and are involved in making decisions about the Flying Start is delivered.
 - ii. **Flying Start Volunteers** are being offered the opportunity to develop new skills and gain accredited qualifications and are fully supported through their time with the programme. Volunteers are currently being recruited from all community groups to deliver projects including:
 - a. **Communication and language development:** volunteers are trained to deliver key messages to parents about communication and language development in babies and toddlers;
 - b. **Me Time Family:** volunteers are trained encourage and support parents in leisure activities with their young children;
 - c. Volunteers are trained to deliver **peer-to-peer support for fathers.**
9. Members of the local community are welcome to express an interest in joining the Flying Start Community Partnership or becoming Flying Start Volunteers.

Luton Clinical Commissioning Group – Update

(Report by Dr Anthea Robinson, Liz Cox, Luton CCG)

Mental Health, Community Health and Intermediate Care Services

Since our major procurement exercise last year, there has been a lot of activity with East London NHS Foundation Trust (ELFT) to prepare for them taking over from South Essex Partnership NHS Foundation Trust (SEPT), as the new provider of mental health services for both adults and children in Luton. This has included the transfer of SEPT staff and premises to ELFT for the services previously provided by SEPT for Luton. Through this period, the CCG has continued to work with the Mental Health Reference Group made up of members of the public, which was established for the procurement, to keep them informed of progress and to ensure continued public and patient input into ELFT as the new provider from 1 April 2015. ELFT have given a commitment to work with patients and public in Luton to continue to improve and develop services focussed on the needs of local people.

Through the procurement exercise last year, the CCG was also seeking to establish a new community physical health service for adults and children. The result of this exercise was that Cambridgeshire Community Services NHS Trust (CCS) will continue for two years as the provider in Luton. This Autumn the CCG will consider options for future service development or procurement in the future, for the period beyond April 2017.

The procurement also identified Virgin Care as the successful bidder for our Intermediate Care Service, which was previously provided by CCS. Handover of this service was successful and Virgin Care continues to make improvements to this service for its patients.

Four GP Practice Contracts Consultation

NHS England, with the CCG, will be undertaking a Public Consultation on the future of four GP practices in Luton this Autumn, as their contracts are coming to an end and there are a number of options available to improve the availability and quality of GP services available for their patients. These options will be set out in the consultation. The practices involved in this are:

1. Town Centre Practice
2. Moakes Medical Centre
3. Whipperley Medical Centre
4. Sundon Park Health Centre

Urgent Care Strategy

In the coming year we will be implementing elements of our Urgent Care Strategy, which will include improving and simplifying the way in which people in Luton gain

access to urgent medical help when they need it. To this end, we will soon be seeking your views on what elements of the current services have worked well for you and also what you think could be improved. If you wish to share your views now, you can do so by emailing contactus@lutonccg.nhs.uk – please mark your email as Urgent Care feedback.

Financial Challenge

The most significant challenge for the CCG in the year ahead is managing the financial deficit, which is currently in excess of £20 million. Much work is being undertaken to address the shortfall, which has been caused by a number of different factors; high demand on services at the L&D Hospital, historical under-funding of health for the people of Luton, over spend in some areas such as mental health. Concise action plans are in place to bring Luton CCG finances back on track. At present we will spend within our means in 2016/17 and over the following two years, pay back the deficit we have built up. This means that if we continue to achieve our current financial plans we will report a financial surplus by the end of 2018/19.

Better Care Teams – Frail & Elderly

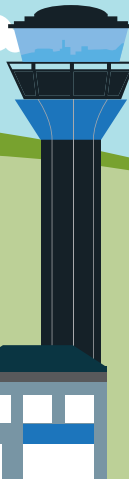
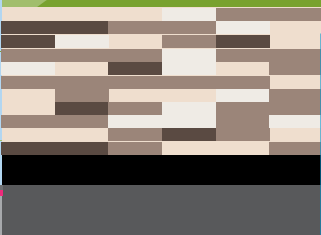
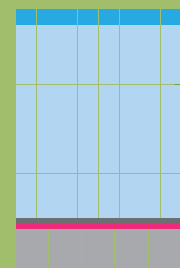
Patients in two of the four Clusters* within Luton are already benefiting from a new way that their care is planned through Better Care Teams. The Better Care Teams support GPs to focus on more proactive care and support for frail and elderly patients with the remaining two clusters due to roll-out this approach soon. The aim of this approach is, through Care Co-ordinators, a multi-disciplinary team keep frail and elderly patients well and at home, including if this is a care or nursing home, reducing the need for hospital admission leading to longer, healthier and more independent lives. We will provide more information of the implementation of this new approach as it progresses

(*The GP practices in Luton are arranged into four clusters to enable peer support and joint working. The main aim of the clusters is to reduce variation in the quality of care and to build better capacity and capability for practices. Some community health and social care services are organised around the Clusters)

**YOU SAID
WE'RE DOING**

AGENDA ITEM

12



North Area Report

Neighbourhood Governance
Progress Report: July – September 2015

Date: 15th October 2015

Name of Chair: Councillor Mike Garrett

Reporting Officer: Sandra Hayes

This report gives an overview of progress on addressing community priorities in North Luton under the themes of 'safer and stronger communities', 'health and wellbeing' and 'environment and economy' as agreed by local people, councillors and council partners as part of the 'Your Say, Your Way' programme.





North Area Updates

Area North Festival

More than 1500 people attended the Area North Festival on Saturday 8 August and most stayed for the entire event. The event was officially opened by The Mayor of Luton Cllr Dave Taylor and was organised in partnership with Luton Culture & the Marsh Farm Events Committee. The festival was made possible thanks to Your Say Your Way and Marsh Farm Futures funding. Thanks to a larger amount of funding, attendees enjoyed bigger attractions, such as the Water Zorbs, and were treated to hits by the Ukele band, which people enjoyed singing along to.

There were over 30 stalls, mainly made up of local organisations providing people with information on local projects and services, including staff from the Council who gave people information on the new Marsh Farm development.

Marsh Farm staff took the opportunity to distribute copies of the latest newsletter and engage with the local community. A member of the Community Voice also had a stall and talked to residents about the groups work. At the end of the festival 13 people had expressed an interest in becoming involved.

A lot of people commented on the lovely atmosphere and event feedback featured comments like; "More of these family fun days please" and "More days like today bringing the community together".

Signposts volunteered to help set up and clear down on the day, as well as assisting with car parking duties. Their help on the day was invaluable.

For information on activities in the North area please contact Cathy McShane via cathy@marshfarmfutures.co.uk or telephone 01582 586133.



Luton Cultural Services Trust Update

Luton Culture again facilitated a summer trips programme for the North Luton community. These trips were subsidised by funding secured by Luton Culture as part of the Your Say Your Way programme.

There was a choice of 13 day trips to a variety of places including Southend, Clacton and London, amongst others. An overnight stay to Blackpool proved very popular and rooms had sold out within 2 hours! Approximately 600 people took advantage of the trips to visit places that they wouldn't have been able to otherwise. The feedback from the programme has been very positive and most of the trips were a huge success –the British summer rain didn't even manage to dampen peoples spirits!

Abdul Halim Targeted Youth Development Worker

Between June and August 2015, the Targeted Youth Development Team is pleased to report that Lea Manor Youth Zone saw over 304 visits from families, children and young people.

Voluntary & Community Sector organisations like CHUMS, Future Youth, ZCA CIC and Autism Bedfordshire used the youth zone space for their activities. Stronger Families Team, Youth Offending Service & Targeted Youth Service teams also used the space to deliver their intervention work. The Targeted Youth Work Team continue to work intensively in the evening and weekends with 25 young people and their families who are some of the most vulnerable residents in North Luton.



Live Well Luton

Live Well Luton's new stop smoking campaign encourages smokers to find out the shocking truth about the age of their lungs, with the help of a smartphone app. The Lungclock app. can determine how much smoking has aged a person's lungs and asks users to submit key pieces of information such as their age, how much they smoke a day and how long they have smoked for. The app also uses an innovative tool which

requires the user to breathe into their phone's microphone as part of the measurement. As well as encouraging people to stop smoking, the Lungclock app will also be useful to people who are in the process of quitting as they will be able to use it to see how their lung age is improving.

To get in touch with Live Well Luton about the free stop smoking support on offer, visit www.livewell-luton.org.uk or call 01582 757635.

Pictured: Live Well Luton smoking cessation advisor Nicola Swinden in St. Georges Square promoting the Lung Age app.

Update from the Luton CCG

Following a major procurement exercise last year, East London NHS Foundation Trust (ELFT) have taken over as the new provider of mental health services for adults and children from South Essex Partnership NHS Foundation Trust (SEPT). This has included the transfer of SEPT staff and premises to ELFT. Throughout this period of transition, the CCG has continued to work with the Mental

Health Reference Group, made up of members of the public, to keep them informed of the progress. ELFT have given their commitment to work with both patients and members of the public to continue to improve and develop services focussed on the needs of local people.

The CCG was also looking to establish a new community physical health service for adults and children. Cambridgeshire Community Services NHS Trust (CCS) will continue for two years as the provider in Luton and this Autumn we'll consider



Clinical Commissioning Group

options for future service development or procurement, for the period beyond April 2017.

The procurement also identified Virgin Care as providers of the Intermediate Care Service, which was previously provided by CCS. Handover of this service was successful and Virgin Care continues to make improvements to this service for its patients.

Four GP Practice Contracts Consultation

NHS England and the CCG will be undertaking a Public Consultation on the future of four GP practices in Luton this Autumn. The GP contracts are coming to an end and there are a number of options which could improve the availability and quality of GP services. These options will be set out in the consultation. The practices involved are:

1. Town Centre Practice
2. Moakes Medical Centre
3. Whipperley Medical Centre
4. Sundon Park Health Centre



Urgent Care Strategy

In the coming year the CCG will be implementing elements of the Urgent Care Strategy, which will include improving and simplifying the way in which people in Luton gain access to urgent medical help. To this end, we will soon be seeking your views on what elements of the current services have worked well for you and also what you think could be improved.

If you wish to share your views now, you can do so by emailing contactus@lutonccg.nhs.uk – please mark your email as Urgent Care feedback.

Financial Challenge

The most significant challenge for the CCG in the year ahead is managing the financial deficit, which is currently in excess of £20 million. Much work is being undertaken to address the shortfall, which has been caused by a number of different factors; high demand on services at the L&D Hospital, historical under-funding of health for the people of Luton and over spend in some areas such as mental health. Concise action plans are in place to bring Luton CCG finances back on track. At present we will spend within our means in 2016/17 and over the following two years we will pay back the deficit we have built up. This means that if we continue to achieve our current financial plans we will report a financial surplus by the end of 2018/19.

Better Care Teams – Frail & Elderly

Patients in Luton are already benefiting from the new way their care is planned through the Better Care teams. The teams support GPs to focus on more proactive care and support for frail and elderly patients with the remaining two clusters due to roll-out this approach soon. The aim of this approach is that frail and elderly patients are kept well and at home (including if this is a care or nursing home) reducing the need for hospital admission leading to longer, healthier and more independent lives. We will provide more information on the implementation of this new approach as it progresses.



Stronger and Safer Communities

Community Cohesion in Luton

June to September is a very busy time for community cohesion in Luton. A big thank you to everyone who helped sponsor, organise or participate in any or all events!



Archbishop of Canterbury visits Luton

Archbishop of Canterbury Justin Welby visited Luton in June as part of a tour of the Diocese of St Albans. The theme of the visit centred on transforming communities and reconciliation.

The Archbishop of Canterbury spent time at St Mary's Church and Luton Mall, accompanied by members of the Luton Town Centre Chaplaincy, before arriving at the Town Hall for a lunchtime reception.

The Archbishop then gave a short address, followed by a question and answer session with guests that included Mayor of Luton Cllr Dave Taylor, Leader of the Council Cllr Hazel Simmons, Chief Executive Trevor Holden and representatives from local communities. The Archbishop also took the opportunity to sign a community petition.

Tribute to victims of Tunisia attack

A large crowd gathered outside the Town Hall to pay tribute to the victims of the terrorist attack in Tunisia.

The event was organised by LCOF (Luton Council of Faith's)

and Council representatives including the Chief Executive, Mayor and Deputy Mayor joined Luton community leaders to observe a minute's silence in tribute to those killed in the attack at the resort of Sousse.

A spokesperson for LCOF explained: "We strongly condemn such actions of mindless violence. While such extremist minorities continue to stir up hatred, division and violence, we call upon the vast majority of peace loving people from across different faiths and also those with no particular faith affiliation, to reflect and act together on our mutual obligations for peaceful co-existence."

A 'Book of Condolence' was set up by the Council in the Town Hall lobby for members of the public to sign and Luton's involvement in the tributes was reported nationally by the BBC.



7/7 victims remembered

On 7/7/15 Luton's communities joined together in commemoration of those killed in the bombings in London 10 years ago.

Members of the Christian and Muslim communities, in association with Luton in Harmony, staged an event that started in St George's Square before proceeding up to Market Hill.

Event organisers Peter Adams and Rehana Faisal described the event as "a positive statement about our future by people from different communities walking together in harmony here in Luton".

Rehana Faisal, from the Sunni Council, spoke to the crowd on the day. Below is a shortened excerpt from her speech.

"On the 7th of July 2005, 52 people were murdered. All of them were innocent victims of hate. I thought long and hard about what I would talk to you about. We spend so much time, too much time, talking about the killers. I want to talk about some of the victims of that awful day, about who they were and how we best honour their memories.

Let me start by telling you about Ojara Ikeagwu, she was a mum of 3 from right here in Luton. Then there was Behnaz Mozakka who worked at Great Ormond Street hospital. Attique Sharifi was just 24 years old, he was an Afghani Muslim, whose parents were both killed when he was a teenager. Miriam Hyman raised money in her spare time for a cancer charity.

So, how do we truly honour these people? These loving, caring and compassionate people. Think of the people who you have met, who have walked side by side with you. Think of Attique, who came to the UK with so much hope. Think of our local children, I am sure that is what Ojara and Behnaz would have done. Come together as a community, in a way Miriam would have wanted us to. That would be a fitting memorial; that is the best way to honour all of the people that we have lost-not just 10 years ago in London, but globally, before then, and sadly after.

Let's continue to Walk Together."

Stronger and Safer Communities



'Big Iftar'

Luton hosted a major event to help increase peoples understanding of Islam on the 10 July.

The event, which coincided with the daily breaking of the Muslim fast during the holy month of Ramadan, was well attended by people from many different communities. There were presentations from the Mayor of Luton Cllr Dave Taylor and a number of local faith groups and charities including Churches Together, Lewsey Farm Masjid and Discover Islam. To coincide with the breaking of the fast, those who attended then shared a meal together.

The theme of the event was 'ensuring no-one in Luton goes hungry' and people were encouraged to donate non-perishable food items to the Luton Foodbank.

The 'Big Iftar' was organised by Luton in Harmony, Inspire FM, Chaul End Children's Center, LBC, Bedfordshire Police, Luton Cultural Services Trust and many other community partners. Food for the 'Big Iftar' was sponsored by a number of Luton companies including Venue Central, Buffalo Grill, Chaul End Children's Centre, Nasons, Halifax Foods, Nadeem Plaza and Euro Halal.



Flying Start 2014-2024: Luton's Pregnancy to Five Strategy

Flying Start is Luton's prevention and early help strategy, supporting babies and young children from pregnancy to five. It has been developed in partnership with parents, community representatives and local services.

The aim of the strategy is to ensure that babies are given the 'best start in life', delivering services that will improve their communication and language skills, support healthy bonding between parents and young children and encourage healthy diet and lifestyles for young children and their families.

Flying Start also works with young people, our parents of the future. Projects with this group have included;

- Training Luton's children's workforce in **Five to Thrive**, an approach to support parents to use the five simple techniques; Respond, Cuddle, Relax, Play and Talk. So far over 350 staff have been trained and are delivering these key messages to parents;
- Developing the **Flying Start Worker model** – providing early support for families during pregnancy, working with community midwives, and integrating Flying Start Workers with health visitors and children centre partners;
- Piloting the **Bumps, Babies and Toddlers Plus** drop-in clinic in Park Town: midwives, health visitors and children centre staff working together with a Flying Start Worker to deliver one-stop support for parents;
- Implementing the **Sign 4 Little Talkers, Sign 4 Big Feelings and Baby Babble** interventions and expanding the **Bump to Babe** antenatal parenting programme across Luton.

Flying Start is also committed to harnessing the skills and passion of volunteers to make a real difference to communities. Volunteers are currently being recruited to deliver projects including;



- Communication and language development: volunteers deliver key messages to parents about communication and language development in babies and toddlers;
- Supporting healthy lifestyles: volunteers encourage and support parents in leisure activities with their children;
- Peer-to-peer support for fathers.

Flying Start volunteers can gain accredited qualifications and are fully supported. For information about our work and volunteering opportunities, visit our website www.flyingstartluton.com





Environment and Economy

Community Learning Fund

Luton Adult Learning and The Learning Partnership worked together to form the Community Learning Fund which, during 2014-15, provided funding to 20 local projects.

The fund was launched to support and encourage Voluntary, Community, Third sector and Not For Profit organisations to deliver innovative learning that supports disadvantaged adults. It also aims to encourage organisations to address key local priorities and meet the purpose of the Community Learning fund which is to;

- Maximise access to community learning for adults, bringing new opportunities and improving lives, whatever people's circumstances
- Promote social renewal by bringing local communities together to experience the joy of learning and the pride that comes with achievement
- Maximise the impact of community

learning on the social and economic well-being of individuals, families and communities.

Luton Adult Learning have partnered with a number of local organisations including;

- Luton Town Football Club, who successfully delivered a coaching programme to provide coaches to support local community grass roots sports sessions.
- NOAH, who provided learning opportunities to support people who were out of work or homeless to develop their computer, cookery and home maintenance skills.
- The Luton Community Health Forum who empowered women to "negotiate their way to better health," focusing on health related issues and accessing services.
- Luton Mind, provided sessions to encourage and develop interpersonal

skills, assertiveness and confidence building, lifestyle balance, managing stress, depression and anxiety, setting goals, communications skills, diet, exercise and sleep management and motivational skills.

- Marsh Farm Outreach who delivered learning to a number of local unemployed residents from the Marsh Farm Estate. The 5 day course focused on grassroots economic development techniques, which have been developed over 15 years of working with the community to help transform Marsh Farm.

The Community Learning Fund will continue in 2015-2016.

For more information on how to get involved, for information on the courses offered by LAL or the project work they support please visit www.lutonacl.ac.uk, contact clt@lutonacl.ac.uk or call 01582 490033.

Corporate Volunteering

In August 8 employees from the Luton-based travel provider TUI UK & Ireland gave their time at Stockwood Park gardening, weeding and laying bark.

In the same month, as part of the National Citizenship Service (NCS) programme, a group of young volunteers painted rooms at the Hat Factory giving them a much needed make over.

TUI UK & Ireland and other local businesses regularly support local community projects like this as part of Luton Borough Council's volunteer scheme.

Volunteering strengthens businesses, motivates staff and makes a real difference in communities. As well as making people feel good, volunteering has a proven record of improving employee engagement. Community-based team building events have successfully contributed to developing team cohesion, staff morale and motivation while making a substantial contribution within the community. Importantly, they are also extremely enjoyable, rewarding and satisfying.

Please contact volunteering@luton.gov.uk for further information and current opportunities.

Dame Kelly Holmes Trust 'Get on track'

The Dame Kelly Holmes Trust 'Get on track' programme is for 16-25 year olds and aims to give young people the self-discipline, motivation and confidence to enhance their chances of employment.

Luton Borough Council's Community Development Service has been working with the trust and other local partners to deliver the latest programme this summer. Professional athletes Andrew Spinks (basketball) and Elizabeth Cann (badminton) also offered support throughout the course too, using their experience of competition to help motivate the young people while also sharing personal advice with them.

One young person who has gone through a massive transformation as a result of the programme is Harry Whittaker. He said: "Before the course started I was feeling lost and directionless. I needed to do something to rediscover what I had lost and luckily spotted an advert for the course on Facebook.

The course was challenging and rewarding. I had my resilience proven when placed out of my comfort zone during snowboarding and climbing. And my nerves tested when delivering a group presentation to corporate businesses.

These were once in a lifetime opportunities that I feel privileged to have had; and it's all because of this programme. I think I speak for all of the participants when I say it's not the end of our personal journeys, it is only the beginning."

The programme provided young people with the opportunity to explore potential careers across a range of industries with work experience and practice interviews.

Harry and others have gained employment following the programme, while others have signed up to further study.

North Area Updates



For more information on how to get involved, please contact Cathy McShane on **01582 586133** or via email cathy@marshfarmfutures.co.uk.

Activities at Futures House

Job Club – Tuesdays 9.30am – 1.00pm

This weekly session is for members of the local community who wish to search for employment and need help and support to write a CV or apply for a job.



Learn IT and Go

Thanks to funding from Bedfordshire & Luton Community Learning, a three month programme was offered to local people who were unemployed, on a low income or over 50 years old.

The programme included workshops such as; An Introduction to Technology for those with no knowledge or very little, Browsing the Internet, and Uploading CV's.

Thanks to Your Say Your Way funding we have also been able to refurbish our community resource and training room.

We are looking at running further training on tablets in September as requested by older members of the community.

Ladies only Exercise Class –Thursdays 7 – 8pm only £2 per person

A new class started in June as part of a wider project offered by Marsh Farm Futures. The ladies only class aimed to encourage local people to engage in affordable activities that will improve their health and wellbeing. On average, attendance was around 20 people, with new members joining each week.

We're also working in partnership with Active Luton as part of their ME time project.



Community Vegetable Garden

Thanks to sponsorship from Keepmoat and work from local gardener Dave, new crops have been planted in the community garden. We have just begun to give out this year's crop to the local foodbank who meet at Futures House every Monday morning. So far local families have received potatoes, carrots, onions and green beans.

Futures Young Voice – Youth Drop in – 14 – 18yrs

Mondays 6.30 – 8.30pm @ Lea Manor Youth Zone

This weekly session has a regular attendance of over 20 young people and continues to grow. Young people have a chance to come and meet in a safe environment to socialise with friends for a chat or to play pool and table tennis.

Some members of the group are about to embark on an exciting project with Young Enterprise called 'Company Programme'. The programme, which will run over the academic year, will give young people the opportunity to find out what it's really like to set up and run a business. The

group will be empowered to make all the decisions about the company, including deciding on a product to sell and naming the company. They'll also create a business plan, manage the company finances and sell to the public at Trade Fairs. They'll have the support of a volunteer Business Advisor and the group will be able to track their progress using self-assessment tools. They'll even compete against other groups in local, regional and national competitions.

Any Events by Futures Young Voice will be advertised on www.marshfarmfutures.co.uk

Futures Community Voice

The Community Voice is a group made up of local residents who come together to discuss issues and concerns about their local community, and how they could improve things. This group will continue to be supported so they are able to grow, develop and improve the areas where they live.

YOUR SAY YOUR WAY

...in North Luton



Your Local Councillors

Bramingham

Cllr. Gilbert Campbell	Gilbert.Campbell@luton.gov.uk
Cllr. John Young	John.Young@luton.gov.uk

Icknield

Cllr. Mike Garrett	Michael.Garrett@luton.gov.uk
Cllr. Jeff Petts	Jeffery.Petts@luton.gov.uk

Limbury

Cllr. Steve Lewis	Stephen.Lewis@luton.gov.uk
Cllr. Jennifer Rowlands	Jennifer.Rowlands@luton.gov.uk

Northwell

Cllr. Roy Davis	Roy.Davis@luton.gov.uk
Cllr. Don Worthing	Don.Worthing@luton.gov.uk

Sundon Park

Cllr. Fiona Green	Fiona.Green@luton.gov.uk
Cllr. Anna Pedersen	Anna.Pedersen@luton.gov.uk

Luton North and West Local Policing Team

Futures House, The Moakes, Luton LU3 3QB

Call: 101 for non emergencies

Email: LPT.CommunityLuton-North&West@Bedfordshire.pnn.police.uk

Web: www.bedfordshire.police.uk

Looking for more information?

For further information on this report or the "Your Say, Your Way" programme please call us on 01582 548360 or email:

CathyMcShane@luton.gov.uk

Rizvan.Bashir@lutonculture.com

Joanne.Oliver@lutonculture.com

MARSH FARM FUTURES NEWS

Marsh farm residents to receive special deal

Futures Fun Factory has benefitted from a number of recent improvements including installing a new slide, equipment repairs and a new wall colour to give it a brighter, fresher feel. Further improvements are planned to help ensure the best possible customer experience.

"During the last year, Futures Fun Factory has served nearly 50,000 customers, our ambition is to see this number increase further" said Lyndsey Crossley, Futures Fun Factory Manager.

"We will be adding new rides and opening our Sensory Room which will have colorful lights, strobes and a bubble tube for children with special needs."

Local schools have been invited to test the new equipment and give feedback on any changes and additions necessary to meet their children's special learning needs. The Sensory Room is expected to be available from the end of September 2015. Further schemes including Fun Factory Loyalty Card, School Holiday Play Scheme and Childminder Discount Mornings will also be launched in the autumn. Watch this space!

For more information contact Ishaq on 01582 586125 or via email Ishaq@marshfarmfutures.co.uk www.futuresfunfactory.co.uk

Community resource room- free access to marsh farm residents

Marsh Farm Futures recently upgraded their Community Resource Room with new computer hardware and replaced the old furniture. The room can be booked by organisations to deliver services to residents but we'd also like to encourage residents to use the facility when it's available. The Community Resource room is available to community groups at a reduced rate, whilst there is no charge for individual users who are looking to access the internet. Other meeting rooms are also available for private and statutory sector organizations to book.

For more information please contact Office Manager Selina Okoli on 01582 512555.

Marsh Farm Firework Festival

Once again plans are under way for the firework festival which will be held on Thursday 5 November.

For more information please call Cathy McShane at Futures House on 01582 586133.

