



Personalisation Expert Panel

Minutes of a meeting held at Unity 12, Southampton on 9th March 2012

Present: Janet Chierchia (Carers Together), Barbara Crofton (Service User), Ruth Dixon (HCC), Robert Droy (SCIL), John Evans (HCIL), Esi Hardy (Service User), Jane Hunt (HCIL), Ian Loynes (SCIL), Carl Morgan (Service User), Iain Speed (All Inclusive Ltd), Berni Vincent (SCIL), Ed Walton (HCC) and Geoff Woollan

1. Apologies for Absence

Apologies were received from Tina Coldham (Service User), Anne Meader (Service User), Ross Smith (Service User) and Bernard Stagg (Service User).

2. Minutes

The minutes of the meeting held on 10th February 2012 were agreed as a correct record.

3. Matters Arising/Updates

(1) Health and Well-being Agenda

Action:

- (a) Ruth to forward a map to Robert showing Clinical Commissioning Groups in Hampshire for circulation to PEP members;**
- (b) Berni to report back to the Panel on the outcome of the meeting with Ruth, Ed and Karen Ashton (HCC) on 30th March to discuss development of Clinical Commissioning Groups and possible future PEP input into the health and well-being agenda. (John to attend above meeting as TLAP Markers will also be subject to discussion).**

(2) Direct Payments Support in Hampshire

A joint letter from SCIL/Enham had been sent to Gill expressing the concerns about the lack of Direct Payments Support and instances of incorrect employment advice having been given.

(3) PEP Priorities 2012/13- Engagement with Young Disabled People

Action: Ed to invite Lee Culhane (HCC Children's Services) to a future Panel meeting to address members on opportunities for engagement with younger disabled people.

(4) Fulfilling Potential Consultation

Action:

(a) Robert to circulate a copy of the response to the Office for Disability Issues commenting on the 'Fulfilling Potential' consultation document;

(b) Robert to circulate a copy of the recently published report by the Joint Committee on Human Rights entitled 'Implementation of the right of Disabled People to Independent Living'.

(5) Completing the Circle Update

Janet advised that the Group had passed on a number of useful suggestions to the HCC Communications Team to help make information on the website more accessible; a HCC representative would be visiting the Group shortly to discuss these further.

Action: Janet to send Robert the relevant link to the HCC 'Access for All' web-site as discussed at the meeting.

(6) Personal Development/Mentoring Project

Berni advised that the personal development training had been carried out at the end of February and whilst the number of Service Users attending had been lower than expected, the exercise had been worthwhile and productive. Feedback from the day centre managers had also been positive and they had indicated that this personal development approach would be taken on board. Action plans had been drawn up allocating specific mentors to the Service Users; the Sub-group would now be looking at managing the mentoring and supervision aspects of the project. It was hoped to attract more Service Users onto the project.

(7) TLAP Markers

Ruth advised that the TLAP markers would be one of the discussion items at the forthcoming meeting with PEP members on 30th March. Ed would also be meeting with Shahana Ramsden (TLAP Consortium) to discuss issues around the markers and co-production.

(8) BME Events

Ed reported that he was currently working with the Community Development Officers to provide information on Self-directed Support specifically aimed at the BME community. It was hoped to provide a stall at the Eastleigh Mela and other local events and it was hoped that PEP members could attend; Ed would keep the Panel advised of dates of any events planned in the near future.

4. SDS Questionnaire/Letter/Verification

Geoff advised that the purpose of the questionnaire was to obtain Service User views and experiences of the Self-directed Support (SDS) process. The questionnaire, which had already

been reviewed by 'Completing the Circle', would be sent to about 500 randomly selected Service Users who had been recently offered a support plan; these would be across all impairment groups and would be representative of such groups in numerical terms, hence, the majority of forms would go to older people. To be a worthwhile exercise, a response rate of between 15% and 20% would be required.

Following receipt of the questionnaires, the data would be analysed and a report prepared. At this point, the Panel's assistance would be sought in validating the survey results and conclusions.

The following comments and suggestions were made by the Panel:-

- The questionnaire was comprehensive and generally good although the length might deter some people;
- Possibly consider taking e-mail addresses to enable future surveys to give the Service Users the option of completing forms electronically;
- Letter – 2nd sentence – the support provided by HCC should be made clearer, or relate it specifically to the individual if at all possible;
- The survey results could be used in conjunction with the work on TLAP markers;

Questionnaire

- B4 – perhaps reduce options/ask respondents to give examples of activities now able to be undertaken using Direct Payments that previously they were unable to do.

- Timescale – take account of Easter holiday period in relation to distribution and return of questionnaires;
- Terminology – amend reference to ‘Carer’ to read ‘Support Worker/Personal Assistant’.

Action:

- (a) Geoff to review the letter and questionnaire in light of the above comments and to make any appropriate amendments;**
- (b) The questionnaire to be distributed in early April and Geoff /Robert to liaise on setting up a sub-group of PEP members to look at the results and assist with the validation process.**

5. PEP Workload/Setting up Core Group

The Panel discussed the need for better governance arrangements to deal with the ever increasing workload by setting up a core group of PEP members and/or allocating specific tasks to members as in the case of the Panel work-streams.

Action:

- (a) A Core Group to be set up comprising Anne, Iain, Jane, Janet, John and Robert to assist with agenda formulation and action arising from meetings with other PEP members assisting as required;**
- (b) Robert to e-mail members of the Core Group with the appropriate chat room link for setting up the first meeting of the Group, the dates to be set at the midpoint between Panel meetings, and such mechanism to be trialled for three months;**

(c) PEP membership applications to be referred to Berni.

6. Future Business

Arising from the discussion in minute 5 above, the Panel considered future agenda items as follows:-

April

Safeguarding Forum- Helen Eaton and other Forum members will attend to discuss the work of the Forum.

Directorate of Culture, Community and Business Services – Nick Coe and Amjit Jabbar will attend to discuss the role of the Directorate.

May/June

LEO Training – Helen Gunner to attend to discuss outcome of recent training (Robert to re-arrange as necessary).

Date to be Agreed

Self-directed Support – Feedback on new working arrangements (Ed to contact Mamie about Natalie attending a future meeting).

Action:

(a) The above items to be scheduled in for the meetings indicated;

(b) Robert to write to Mamie, in light of her impending departure, to thank her for all her support to the Panel over the last few years.

7. PEP Work-streams

PEP Governance

No further progress to report.

Face to Face Engagement

Action:

- (a) Ed to fix a meeting with Berni, Esi and the Community Development Officers to progress this work with a view to establishing a plan of action for the coming year in order to engage with appropriate organisations;**
- (b) The Plan to include invitations to the organisations selected to attend PEP meetings throughout the year on a staggered/revolving basis;**
- (c) Barbara and Janet (and other PEP members where appropriate) to assist with outreach work by visiting the organisations in their locality to discuss the work of the Panel.**

E-Engagement

There was little to report at this stage but action would be initiated to establish a dedicated facebook page and twitter account. The chat room to be used for the Core Group could be used at a later stage to run some virtual PEP events.

Action: Robert to progress the action outlined above as soon as practicable (Barbara to harass Robert to ensure swift action).

PEP Conference

Action:

- (a) Robert to chase up the preliminary meeting with the Chairperson of the Hampshire Carers Partnership and Alison Flack, together with Iain, to discuss co-production**

matters and accessibility issues before this year's conferences;

(b)Robert to finalise the report on last year's conference and its outcomes. A short piece had already been published on the HCC members' portal as requested by Councillor Felicity Hindson.

8. Hampshire Hospitals NHS Foundation Trust

Ian had been approached about putting his name forward as a stakeholder governor and Disabled Persons' Champion on the Hampshire Hospitals NHS Foundation Trust; he had spoken with the Chairman of the Group and had decided to submit his nomination for the position. This had been accepted.

Action: The appointment of Ian as a stakeholder governor and Disabled Persons' Champion on the Hampshire Hospitals NHS Foundation Trust is fully supported and endorsed by the Panel.

9. HCC Autism Strategy

Janet advised that the above strategy document was now out for consultation, the details of which were on the HCC website; a number of events were being held around the county promoting the strategy. The Panel might wish to comment on this document.

10. Remploy

Jane raised this issue following the announcement that a number of Remploy factories would be closing.

Action:

- (a) Ruth to investigate whether the closure of Remploy factories recently announced would affect disabled workers in Hampshire, and if so, to advise the Panel accordingly;**
- (b) In light of work currently being carried out by Hampshire concerning disabled people in employment, an officer from HCC would be invited to address the Panel on this issue later in the year;**
- (c) Ed to contact the Hampshire Equality Forum about the Remploy situation and to report back if necessary.**

11. Safe Places Scheme

Barbara and Janet advised the Panel that the Safe Places Scheme would shortly be launched in Eastleigh. Shops and businesses were invited to sign up to the scheme, and by doing so, their premises would be made available as a safe place for people with learning difficulties or in a vulnerable position to go to when in difficulty. Assistance would be provided by trained staff who might contact the police if necessary or phone for support. The scheme had been piloted in a number of locations including Southampton and Basingstoke.

12. User-Led Organisations

Robert advised that SCIL had been awarded a grant from HCC to undertake a project to support user-led organisations in the county; encouraging the development of new organisations and stimulating existing ones to ensure long-term sustainability. The project would be launched in April.

Next meeting: Friday, 13th April 2012 from 10.30am to 2.00pm

Forthcoming Events: