



Personalisation Expert Panel

Minutes of a meeting held at Unity 12, Southampton on 10th February 2012

Present: Janet Chierchia (Carers Together), Tina Coldham (Service User), Barbara Crofton (Service User), Ruth Dixon (HCC), Robert Droy (SCIL), Gill Duncan (HCC), Ian Loynes (SCIL), Anne Meader (Service User), Erica Meadus (HCC), Iain Speed (All Inclusive Ltd), Berni Vincent (SCIL) and Ed Walton (HCC)

1. Apologies for Absence

Apologies were received from Esi Hardy (Service User), Jane Hunt (HCIL), Ross Smith (Service User) and Bernard Stagg (Service User).

2. Minutes

The minutes of the meeting held on 13th January 2012 were agreed as a correct record.

3. Matters Arising

(1) Face to Face Engagement

The dates of the proposed engagement workshop sessions to be held in March and April had not yet been fixed but Ed would advise when finally agreed.

(2) Community Right to Challenge (Coproduction)

Ed advised that a bid under the above legislation had been submitted last week and would seek funding for the appointment of a co-ordinator covering traditionally excluded groups to work in partnership with other groups; it was hoped

that the outcome of the bid would be known by the end of February, and if successful, matched funding would be sought.

(3) SDS - Support for Service users

Robert had invited to Mamie to this meeting. Mamie suggested the PEP invited Natalie from the Internal Corporate Audit Team (HCC) to attend a future meeting to discuss the Panel's concerns relating to Service User support needs and associated issues and the support to be made available.

4. PEP Update

Robert gave an update of the Panel's work since the last meeting with the DMT as follows:-

(1) PEP Governance

The conference information packs had been re-sent to participants and the information would be uploaded to the website and e-mailed to a range of community and Service User groups to seek wider involvement and to create new links. Assistance was being sought from Alison Flack (Connect Advocacy) and possibly Completing the Circle Group on developing easy to read material.

(2) Face to Face Engagement

Work was progressing on this work-stream and the small underspend on the PEP budget will be used to progress this further.

(3) E-Engagement

Efforts would be directed towards the use of a Facebook page and Twitter account as increasingly, this was the preferred method of communication between community groups. Hampshire was holding a workshop on 6th March on the development of their 'Digital Strategy'.

Action: Robert to circulate details of the HCC workshop on digital strategy taking place in Havant on 6th March (Barbara interested in attending).

(4) PEP Conference

Hampshire Carers Partnership had been in touch about working together on the 2012 Carers Conference and Service Users (PEP) conference. John Avery, Chair of the Partnership had been in contact and was keen to co-operate on ways of working together and also to ensure that both conferences were organised in a co-productive way.

It was also agreed that the PEP would contact Alison Flack who organised the Self Advocacy Conference for people with learning difficulties to advise on accessibility issues and to share best practice.

Action: Robert to meet with the Chairperson of the Hampshire Carers Partnership and Alison Flack to discuss working with the Panel to ensure that both conferences benefit fully from co-production and to iron out any accessibility issues in advance.

5. Adult Services Update and Budget Situation

Gill gave a presentation on the work of the Department and the latest budget situation:-

- A balanced budget for 2011/12 was forecast with some savings still to deliver but Officers were confident that this would be achieved;
- The HCC 2012/12 budget for Adult Social Care was £412m (24% of HCC total spending plans) and provided for an 8% target for efficiency savings equating to £21.2m;
- The capital programme included provision for £45m for extra care housing with projects at Andover, Basingstoke, Fleet and Gosport; a re-build project was underway to construct 12 units for people with learning disabilities in Odiham;
- The Department's core offer on personalised services would continue to target those in need and as prescribed by legislation with a strong focus on choice and control, taking account of diversity and equality issues, developing a culture of participation both from and with communities and integrated across health and social care;
- The model of funding care and support retained the budget for community safety (early intervention and prevention services), strengthened the safeguarding budget (crisis care and re-ablement) and retained investment on empowerment (long term support).

Action:

- (a) The Panel to assist with the work of integrating Social Care and Health/Service User input, to include assistance with the development of a strategy for older people (with culture change from 'frail' to 'older people with care needs') and integration with the NHS;**
- (b) Ruth to investigate two individual cases highlighted at the meeting (Barbara to forward the necessary details);**

- (c) Gill to look into possibility of arranging slots for PEP members (two at a time) to visit the HCC Contact Centre to witness at first hand the Adviser Teams in action.**

6. Health and Well-being Agenda

Gill advised of the preliminary arrangements for the establishment of the Health and Well-being Board. The service levels under the Board comprised Public health, Children's Services and Adult Services and it was hoped that Adult Services would have representation on the Board. The Department would need to work in a co-productive way with the proposed Clinical Commissioning Groups (CCG) and efforts were being taken to make the necessary links with the 5 CCG areas within the county.

The Panel should have a role to play in terms of engagement and reaching out to the wider community to ensure different groups were involved in this work.

Action:

- (a) Gill to forward a map showing the new Clinical Commissioning Groups in Hampshire for circulation to PEP members;**
- (b) Gill to update the Panel at its next meeting with the DMT on the action being taken by HCC on the Health and Well-being situation following a report to the Cabinet in March;**
- (c) The Panel's future input on the Health and Well-being agenda to be discussed at the forthcoming meeting between Berni, Tina and Ruth;**

- (d) Robert to write formally to the Lead person for the Healthwatch Project to find out more about its work and whether the Panel could assist the Project in any way and to obtain details of its future public meetings.**

7. TLAP Markers

The Panel's views on the use of the 'Think Local Act Personal' Markers had been referred to the DMT. Further details were expected shortly from TLAP regarding the Assessment Framework and then evidence gathering could begin.

Action:

- (a) The Panel to assist with the evaluation of TLAP Markers to reflect how members feel HCC is performing on personalisation by using their experience and expertise together with SCIL's work on User-Led organisations;**
- (b) The above matter to be explored at the forthcoming meeting between Berni/Tina/Ruth(HCC) and a report to come back to the subsequent Panel meeting.**

8. Direct Payments Support in Hampshire

The Panel discussed a number of issues arising from the new model of Direct Payments Support which had been rolled out across the County. The following points were highlighted:-

- Many Service Users were not clear about the type and level of support that was now available;
- Clarification was needed on what information/support was available to those Service Users whose needs had changed and on further assessments required;

- The accuracy of information on the Adult Services website;
- Confusion amongst some Service Users and Care Managers on buying further support and general misunderstandings regarding employment issues and the general availability of advice and support.

Action: Gill to look into comments raised at the meeting with particular regard to the Panel's possible input around the HCC Adult Services website and the Universal Offer.

9. PEP Priorities in 2012/13

Following the Panel's decisions on priorities for 2012/13, Robert sought clarification on whether there were any specific issues the DMT would like to see the Panel work on in the coming 12 months to assist either the HCC or Service Users.

Action:

- (a) Gill to ask the DMT if there are any other specific issues it would like to see the Panel consider over the next 12 months to assist either HCC or Service Users;**
- (b) Ed to continue efforts to seek wider engagement with younger disabled people and to make appropriate contacts within Children's Services with a view to an Officer from the Department attending a future meeting of the Panel;**
- (c) Further issues for discussion to include (i) linking TLAP Markers of Personalisation with other strategies and (ii) older people with high support needs (Ruth to report back to Panel).**

10. Any Other Business

(1) LINK AGM

Action: Panel members wishing to attend the LINK AGM on 1st March to advise Barbara or provide details of any questions they may have.

(2) Community Action, Hampshire

Action: Berni to circulate details of an event organised by Community Action Hampshire for Service Users from diverse communities to be held 28th February 2012.

(3) Fulfilling Potential Consultation

The Panel discussed the need to comment on the proposals contained within the above document.

Action: Robert to draft a general response to the above consultation paper emphasising the need to not overlook the effective work on independent living strategy that had been carried out over many years, thus avoiding a costly 're-branding exercise', and ensuring adequate implementation and monitoring proposals; the draft to be circulated to PEP members for comment prior to despatch.

Next meeting: Friday, 9th March 2012 from 10.30am to 2.00pm

Forthcoming Events: