

**Physical and Sensory Impairment Partnership Board Meeting  
14 May 2008, 11am-3pm  
Conference Room 3, Building 2, North London Business Park**

<b>Present:</b>		
Kate Kennally	KK	Co-Chair
Nigel Thornton	NT	Housing Representative
Baldish McGurrian	BM	Physical and Sensory Impairment Team Manager
Emily Bowler	EB	Communication Manager – Barnet Council
Mira Goldberg	MG	Barnet's Deaf Community Representative
David Pearce	DP	Middlesex Association for the Blind
Sara Mabger	SM	Barnet Carer's Centre
Paul Baldwin	PB	Steering Committee – Flightways
Heather Bates	HB	Supporting People Team – Barnet Council
Shirley Regan	SR	Younger Adults Project Consultant
Stuart Vail	SV	Provider Representative - Flightways
Jon Higgs	JH	Provider Representative – Flightways
<b>Apologies:</b>		
Carolin Seitz	CS	Provider representative – Multiple Sclerosis Society
Brenda Poulson	BP	Barnet Deaf Community Representative
Jean McVey	JM	Barnet Sight Impaired Representative
Claire Bailey	CB	Service User Representative
Karen May	KM	Long Term Conditions National Service Framework Group
Stella Henriques	SH	Carer Representative

<b>1.</b>	<b>Minutes of the Last Meeting</b>	
	<p><b>Audiology:</b> Shirley Regan opened by talking about meeting with audiology and the link between Social Services and the NHS. Unfortunately, the appointment had to be rescheduled but should be resolved by the next Partnership Board.</p> <p>Physical and Sensory Impairment (PSI) Network: It was suggested that the PSI Network item would be a discussion and recruit workshops with support and participation from The third sector. Barnet Voluntary Service Council (BVSC) will run consultation events focusing on disability. Further work is needed on the PSI Network.</p> <p><b>Carer's Workstream</b> Stella and Sara will feedback later in the week. Sara Mabger told the board of data being collected regarding</p>	<p><b>ACTION:</b> Contact David for progress for next board meeting.</p> <p><b>ACTION:</b> SM to provide information</p>

Young Carers in Barnet, and the various conditions that young carers are caring for. She described a couple of the ways they were trying to help young carers, including organising counselling and ensuring support is accessible.

#### **Health and Social Care Partnership**

Kate Kennally spoke about working with the Primary Care Trust implementation which will go to the Steering Group on the 2<sup>nd</sup> June to agree a protocol about how care cases are managed.

#### **Communication Sub-group**

Emily Bowler reported a successful Communications Sub-Group meeting. The council Web Team have already made changes to Barnet Council's website to make it more accessible. A report has been made on the web site, and further work is continuing to make the website even more accessible.

The next sub-group meeting is on the 25 June, and will be discussing access to information. Kirsty Elderton (Head of Customer Services) has been invited, as well as a representative from a local library to look at how people access information.

#### **West of Borough Access Point:**

The West of Borough Access Point is a Council-run Project aiming to make services more easily accessible in the west of the Borough. Burnt Oak Library is being redeveloped to be a key access point. This is likely to boost demand for services.

#### **Employment:**

Barnet Council have formally approved the Barnet Plan for Jobs. This decision will make up to 40 jobs a year available in Barnet Council for people with disabilities. 25 of those will be aimed at people with Learning Disabilities, and 15 are to be targeted at those with mental health problems or physical and sensory impairments. There will be a worker based in Human Resources to look for vacancies which have been hard to fill and then look at how they can be turned into opportunities for people with disabilities. These positions will not be interviewed for; the recruitment process will be through a 6 week work placement. There have been talks with Directors regarding implementing this idea to other public sector organisations. The item will be raised at the next Full Council Meeting.

Mira Goldberg though this was a fantastic idea, and asked about how and where it will be advertised to the public.

Kate informed Mira that it will be raised as part of the 4 July event. This will allow the current post holder to have a bit of

for EB to put on Barnet Council's website.

**ACTION:** MB to circulate Case Management Model.

	<p>time in the role, and a steering group will then take the work forward. Another idea was putting a piece in the 'Your Life' Newsletter. Kate said she is happy to receive other suggestions. She also pointed out that there are still issues with benefits and paid work.</p>	
<p><b>2.</b></p>	<p><b>Housing and Support Workstream Report</b></p>	
	<p>Shirley Regan and Nick Thornton have met a few times since the last Partnership Board; they have looked at the workstream and made an initial movement. Nigel said he will be speaking to Stuart Vail with regards to having housing advice at Flightways.</p> <p><b>Housing Quota:</b> Nick Thornton reported on Housing. In 2007-2008, there was a learning disabilities Housing Quota of 10 units a year. The target wasn't met, not because properties were not being offered, but because they weren't always taken up. Because the learning disabilities housing quota currently includes people with physical and sensory impairments, it has been proposed to give each group their own quota. The proposed change means that 6 people with learning difficulties and 6 people with physical and sensory impairments will be housed each year.</p> <p><b>Housing Register:</b> Nigel also reported on creating an accessible housing register and mentioned a planned meeting with Barnet Homes to discuss the idea. The proposal will mean Barnet's property will be matched up to the right people more effectively.</p> <p><b>London Regional Scheme:</b> Nigel is looking to take part in the London Regional scheme, where people will be able to move across London into accessible housing. Unfortunately, a lot of the work has been put on hold for two reasons. Firstly due to the elections, and secondly, because the man running CM has recently left. They are, however, still progressing through their checklist.</p> <p><b>Hostel Review:</b> Housing are currently considering what to do with the Hostels. Nigel has spoken to Nicola Bird, and the current idea is to sell one to fund the others.</p> <p><b>Data Adaptation Panel:</b> Run by Barnet homes for properties where adaptation is required. Goes to a panel to make decisions about high cost adaptations. Will provide data soon.</p>	

	<p>He will also be starting work on reprovision of Council Housing, and new housing should be constructed with possible future adaptation in mind.</p> <p>Nigel said the Delayed Discharge Protocol is still in progress. He has attended mental health meetings, and with regards to Social Care, he needs to set up further meetings with Heather Bates.</p> <p>Nigel suggested making this item a regular one, and feeding back every quarter.</p> <p>Heather Bates commented on the Supporting People Program. It will be housing focused, and looking at a wider context and support require for housing options. They are starting the discussions.</p> <p>Kate Kennally went through a report highlighting liability for disabled children. She reported that nationally, there has been a 44% increase in housing needs. Will this trend be an issue for Barnet? 40% of wheelchair users have difficulty moving around their homes. This links to Item 4 – Wheelchair Service Report, with a key issue being getting the right sort of wheelchair for inside use and outside use.</p> <p>Regarding Lifetime Homes, there are problems with major adaptations and grants. Building housing to this standard will save money in the long term. Value for money Objective.</p>	<p><b>ACTION:</b> Housing group to look at the “Somewhere to live” section.</p>
<p><b>3.</b></p>	<p><b>User and Citizen Involvement Strategy</b></p>	
	<p>SR and JF put together a paper outlining actions required for personal involvement from council delivery. The paper will be made more user-friendly once the content is agreed. Key themes of the paper include current practice, plans, levels of involvement, engaging with current and future people. Shirley has acknowledged the need to work in partnership, however a more detailed discussion is needed.</p> <p>The paper outlines 3 levels of involvement:</p> <ol style="list-style-type: none"> <li>1. Individual user/carer level - Offered assessments, supported to have a voice in which services they receive, how they receive them, and where the services are from.</li> <li>2. Operational Level – Influences and participates in developing new services or giving feedback from current services.</li> <li>3. Strategic Level – Supporting to take part in Partnership Board and other groups and planning services for the future.</li> </ol> <p>The main issues they are facing are resource and publicity</p>	

	<p>based. There needs to be:</p> <ul style="list-style-type: none"> <li>- a champion within local authority to look at development and training needs</li> <li>- more outreach activities to try and reach those who are not already in services</li> <li>- an increase in citizen involvement</li> <li>- training for staff – All of Adult Social Services</li> <li>- support and training for individuals to help them input ideas and make Partnership Boards more accessible.</li> </ul> <p>Year one will hopefully see more consistent staff training, helping people have informed involvement with care packages, look at how investment is spread across advocacy services, recruitment, new services, contracting services, planning and monitoring. Another possible idea is creating a “Service User Forum”.</p> <p>David Wright commented on his discussion with Kate Kennally regarding the creation of a directory of commission services on the Primary Care Trust website. The issue is the vast amount of information, and making that accessible to users. Kate Kennally pointed out another issue, whereby different groups might identify to different areas, creating different groups, which could be an issue when trying to get one set of feedback data.</p> <p>Mira Goldberg asked about financial reimbursement of people’s time spent at meetings. Kate Kennally responded to Mira by saying that she understands that people attending meetings from outside of the council should be reimbursed for their time, but this is difficult due to financial limitations. She said it would be impractical to start paying board members “salaries”, but she has been looking into paying members “expenses” instead. This can include anything reasonable from petrol to loss of earnings.</p>	
4.	<p><b>Wheelchair Service Report</b></p>	
	<p>Kate Kennally spoke of difficulties users were facing when trying to get the right sort of wheelchair, and timeliness. On a national report last year, titled “Out and About”, good practise was highlighted and the result was that Barnet Primary Care Trust (PCT) have undertaken a self-assessment to identify key priorities. Shirley Regan informed the Board that Ann Mount, Operations Manager, will be starting in June to take this forward. The next steps will involve a PCT commissioning service, Shirley added, and said we should work in partnership to look at games regarding commissioning in the future.</p>	<p><b>ACTION:</b> Coordinate meeting with Claire and Dan</p>

	<p>David Wright commented on the award-winning Standards in Service, though certain elements still need improving such as the Specialist adaptation service.</p> <p>Kate suggested involving a Disability action in the borough of Barnet user and a Flightways member in a one off meeting, end June/early July.</p>	
<b>10.</b>	<b>Neuro-Rehab Specification</b>	
	<p>Dominic Wright spoke about the future of Marie Foster, a specialist facility to treat Multiple Sclerosis. It has been a part of the Primary Care Trust since the early 1990's, who are currently faced with a decision about the future of Marie Foster. There has been work done with Royal Free Hospital, and it is likely that they will take Marie Foster as an in-house rehabilitation service, with effect from 1 July 2008. In 12 months, lots of positive changes are planned for Marie Foster, including:</p> <ul style="list-style-type: none"> <li>- Wider scope of expertise</li> <li>- A possible walk-in service</li> <li>- Extra investment into community teams</li> </ul> <p>Jon Higgs commented on a conference regarding long term neurological conditions. There is a 12-point framework, focusing on community and vocational rehabilitation. There is a lot of work that still needs to be done, and some confusion as to how the medical model and social model tie in together. Need help from other organisations. There is a lot of misunderstanding regarding training and health linking, which can be detrimental if not handled correctly.</p> <p>Looking at people close to the job market, Barnet needs to look at the whole picture as it is more than just getting someone a job. Other opportunities might be being overlooked, such as volunteering or vocational training.</p> <p>Kate Kennally suggested joining up with Flightways for this development. There needs to be an interface between health and social care, and vocational rehabilitation is a good place to begin. One of the largest challenges at the moment is managing to stay in touch with everyone, as there are people that do not use any services provided by Barnet. "Your Call" was designed to stay in touch with people (telephoned based contact every few months, to see if users needs have changed and suggest services as necessary). Kate completely endorses the idea of investing more money into community teams.</p>	<p><b>ACTION:</b> Paul Baldwin to discuss at Steering Group.</p>
<b>11.</b>	<b>Any Other Business</b>	
a)	<b>Stroke services Update</b>	
	Kate Kennally told the Board that the National Health Service	

	<p>have received an allocation which they heard about last week. This also fits into the Flightways development. The Stroke working group in Barnet, a subgroup of the Older People's Partnership Board, are looking into how the money is used. Must ensure that this is linked to the Physical and Sensory Impairment Partnership Board.</p>	
b)	<p><b>Finchley Memorial Hospital</b> Kate Kennally informed the Board of liaison with the architects who are developing the new Finchley Memorial Hospital, regarding accessibility to the new building.</p>	
<b>5.</b>	<p><b>Chair of Equality Sub Group</b> Kate Kennally raised the topic of the vacancy of co-chair. She suggested that Jaspal's replacement, Dexter Hanoomansingh, should be put forward. This will involve DabB with the PSI Partnership Board. The Board agreed.</p>	
<b>6.</b>	<p><b>Co-Chair Recruitment</b> There were no volunteers for the position of Co-Chair for the PSI Partnership Board. Shirley Regan pointed out a possible reason for this – there is no reimbursement of time for taking up a role with such a large workload. Kate mentioned the difficulty this can cause as it creates differences across the Partnership Boards. She said she is happy to look into trying to find a budget for the role, but not necessarily a 'salary'. This will not change the strategy, and she recognises that there is not a self advocacy arrangement for this group as there is for others. The support of the Board was agreed. Kate suggested a possible budget of £50 a month and that people are informed of the role available. It would be good to find someone with a physical or sensory impairment to help shape the future of the services.</p>	
<b>7.</b>	<p><b>PSI Day service Consultation – Headlines</b> Shirley reported on the results of the PSI Day Service Consultation. She doesn't know the full outcome at the moment, and will be catching up with someone tomorrow. She had attended 3 focus groups, 2 of which were user groups and the other was a carer group. At that time there were about 80 responses, which is an improvement on last time. The article placed in the local newspaper was noticed, as was other advertising. Key themes were successfully identified at the focus groups.</p> <ul style="list-style-type: none"> <li>- Transport was a key theme, with many users reporting disappointment with Datacab and Dial-a-Ride.</li> <li>- Taking services to the homes of the housebound, offering computer training and access to equipment. This would help the housebound access the outside world and possibly</li> </ul>	<p><b>ACTION:</b> Shirley Regan to produce report once all documents have returned.</p>

work from home.

- Acknowledging day services – one size does not fit all.
- People were keen to look at employment and training (paid and voluntary)
- Key service element – idea of a ‘one stop shop’ for advice and info for all of Barnet. People will find things through trial and error, but it is a challenge to make everyone’s experiences readily available.

Shirley added that there was no negative feedback, only signs of some anxiety over changes.

Stuart Vail reported that Flightways staff were also consulted, and that positive feedback was received.

Baldish McGurrin reported the findings of what services people found most important:

1. Health and social care
  - a. Physiotherapy
  - b. Physical exercise
  - c. Support with healthy living
  - d. More culturally appropriate services.
  - e. Neuro-rehab – have it at one location.
  - f. Transport
  - g. Access – buildings
  - h. Personal care – key to independence.
  - i. Counselling support.
2. Employment and Education
  - a. Computing – Very popular.
  - b. Vocational qualifications.
  - c. Voluntary work – older adults.
  - d. Work experience and apprenticeships
  - e. Starting to work / back to work.
3. Recreation and leisure
  - a. Arts, crafts
  - b. Languages
  - c. Swimming
  - d. Gym

David Pearce commented that this has been the same for 10 years. He mentioned Computer Training was something that Middlesex Association for the Blind already offered, and they would love to be able to train at people’s homes but the main issue is funding. He added that every year users are asked the same questions, and every year the same responses are gathered. He thinks that a lot of the things they would like to do are impossible without extra funding.

	<p>Kate Kennally responded to David's comment, she said that most of the funding is tied up in Flightways, with a budget of £600,000. The issue isn't necessarily about lack of funding, and more to do with how to get more out of the money they have. There is no easy answer, as there is a strong movement to keep Flightways as it is. The main issue is how to release money when people are fearful of change.</p> <p>Shirley Regan is awaiting completion of a review of individual care package needs and is currently looking for outcomes. Consolidation of feedback received as part of consultation, will need to go to members for approval.</p> <p>Kate Kennally said she would like to see the data collected split between physical impairments which should hopefully help to highlight gaps in the current service. Action can then be taken to meet people's needs more effectively. Kate thanked everyone who was involved in the consultation process, and whilst it might feel like the same results, it should be used as resolve to fix issues this time. There will be difficulties and changing Flightways will be challenging, but there will be support for users to help them adapt to change.</p>	
8.	<b>PSI Teams</b>	
	<p>Marie Bailey said that she was due to give feedback on the Business Plan, but unfortunately was unable to due to other priorities. The Service Managers will write the business plans by the end of May, ready to report to the July board.</p> <p>The Business Plan will include work we do, and what work users want the PSI Partnership Board to do over the next year. A document will be created from the feedback.</p>	<p><b>ACTION:</b> Delayed until July Board meeting.</p> <p><b>ACTION:</b> Marie Bailey to circulate last Business Plan.</p>
9.	<b>Your Independence Day</b>	
	<p>'Your Independence Day' will be an all-day event will take place on 4 July at Barnet College.</p> <p>Emily Bowler said she had been thinking about aims, themes, outcomes and what people can come away with. She had had many ideas including national speakers, workshops and consultations.</p> <p>Possible themes: Annual Employment Day, Housing Advice, Transport, Independence Day, Information Giving Exercise (no specific theme).</p> <p>Shirley Regan suggested bringing this together for all of</p>	

	<p>Younger Adults, not just people with a physical or sensory impairment, as many of the possible themes raised affects others areas.</p> <p>Kate Kennally suggested a ‘Speed Dating’ scenario, which allows for many one-to-one conversations between the user and supplier, as well as networking opportunities. This idea went down well, but Emily was worried about people’s motivation and willingness to talk. Shirley suggested the event could be kick started by a speaker or two, possibly a disabled person whose life has been changed by certain services. Mira Goldberg commented on the ‘Speed Dating’ idea, saying it might be very difficult for a deaf person to navigate, especially if they cannot get an interpreter.</p> <p>Emily Bowler reminded the Board of the short time frame, and mentioned that she will need support to make this event a success.</p>	<p><b>ACTION:</b> Emily Bowler to arrange meeting next week with people willing to help organise the event.</p>
<p><b>11.</b></p>	<p><b>Any Other Business</b></p>	
<p>c)</p>	<p><b>Independent Living Strategy Consultation</b></p>	
	<p>Kate Kennally requested everyone read the Independent Living Strategy Consultation. It is about moving on from improving life chances, talks about people having full equality by 2025 and how it will be achieved. It includes a number of different targets regarding:</p> <ul style="list-style-type: none"> <li>- Choice</li> <li>- Control</li> <li>- Independent Living</li> <li>- Council Performance</li> <li>- How many people get individualised budgets</li> <li>- Number of people satisfied with their homes</li> <li>- Disabled people in poor housing conditions</li> <li>- Measuring gap in employment rates between disabled and non-disabled people</li> <li>- Supported people being in control of their own conditions</li> <li>- Volunteering levels</li> <li>- Participation in public life</li> <li>- Disabled parents access to childcare</li> </ul> <p>Kate mentioned that Barnet is now a 4 star council, but will only be so for one year as the rating processes are changing. The old process, Corporate Performance Assessments, will be replaced by Comprehensive Area Assessments, and will involve more about what goes on in the local community. This means that Barnet Primary Care Trust cannot be a Primary Care Trust as the Local Authority is not doing their part.</p>	<p><b>ACTION:</b> ‘Independent Living Strategy Consultation’ paper to be circulated.</p>

d)	<b>Splitting the PSI Partnership Board</b>	
	<p>David Pearce suggested splitting the Physical and Sensory Impairment Partnership Board into two parts, one for items regarding physical impairments, and the other regarding sensory impairments. His plan involved both groups discussing what is relevant to them, and then coming together in an afternoon session. Mira Goldberg thought this was a good idea as the item earlier that morning 'Neuro-Rehab Specification' did not apply to her at all.</p> <p>Kate Kennally mentioned that splitting the board in such a way could be difficult to do correctly. She is worried about breaking up groups and disentangling a joint workplan. She does understand that it can help reduce the burden regarding time commitment, and thinks it might be worth testing.</p> <p>Shirley Regan pointed out another issue to do with organising the agenda. She feels that there is not enough input from people outside of the council, and that more people need to be recruited from the public.</p> <p>Kate replied and added that the PSI Partnership Board has lost visibility with DabB since Mike Nash passed away and Jaspal moved on. Kate feels the PSI Partnership Board needs to be re-established and will review towards the end of the year.</p>	
e)	<b>Newsletter</b>	
	<p>Emily Bowler mentioned the 'Our Life' Newsletter and suggested it is mentioned in more detail at the next board meeting. It is important as it is a good way to access many people.</p>	
f)	<b>North London Business Park for the Visually Impaired</b>	
	<p>David Pearce mentioned that Building 2, North London Business Park could be difficult for visually impaired people to navigate as there is little colour contrast and no signage or Braille. Kate Kennally said that this is an issue for the sub-groups. Emily Bowler commented that Barnet Council have only had Building 2 since last Autumn, and if it is inaccessible then we need to know.</p>	
g)	<b>Royal London Society for the Blind - Job Opportunities</b>	
	<p>Kate mentioned that the Royal London Society for the Blind (RLSB) now offers job opportunities for the blind. More information can be found on their website: <a href="http://www.rlsb.org.uk">www.rlsb.org.uk</a></p>	
<b>12.</b>	<b>Date of the Next Meeting</b>	
	The next PSI Partnership Board meeting will be on the 16 July,	

	11am-3pm, Conference Room 3, Building 2, North London Business Park, N11 1NP.	
	All information regarding the Physical and Sensory Impairment Partnership Board can be found online on the Barnet Council Website. <a href="http://www.barnet.gov.uk/index/health-social-care/disabilities/psipb.htm">http://www.barnet.gov.uk/index/health-social-care/disabilities/psipb.htm</a>	