

Physical and Sensory Impairment Partnership Board
25 March 2009, 10.30am-2.30pm
Conference Room 3, Building 2, North London Business Park,
N11 1NP

Minutes of the Meeting

Present:	
Kate Kennally (KK)	Chair, Barnet Council
Caroline Chant (CC)	Joint Commissioner for Older Adults and Physical and Sensory Impairment, Barnet Council / Barnet Primary Care Trust (PCT)
Brenda Poulson (BP)	Deaf / Hard of Hearing Representative
Dexter Hanoomansingh (DH)	Director of Disability Action in the Borough of Barnet (DabB)
Emily Bowler (EB)	Communications Manager, Barnet Council
David Pearce (DP)	Middlesex Association for the Blind (MAB)
Marie Bailey (MB)	Physical and Sensory Impairment (PSI) Service Manager, Barnet Council
Jean McVey (JM)	Blind Service User Representative
Mohine Guinness (MG)	Ex PCT Ward Manager
Paul Baldwin (PB)	Barnet Disabled for Independence and Social Contact (BDISC) Flightways
Elaine Jones (EJ)	BDISC Flightways
Stella Henriques (SH)	Carer's Representative

Vanessa Wass (VW)	Minutes, Barnet Council
David Hart	Deputy Chief Exec Barnet Voluntary Service Council (BVSC)
Maria O Dwyer (MOD)	PCT
Jeanette	Access (DabB)
Deb O Shea	Sense
Caroline Seitz	MS Society
Dawn Tafla	Student Social Worker (Middlesex Association for the Blind (MAB))

1.	Apologies and matters Arising	
	<p>Minutes:</p> <p>On point 9 – should have said article from DabB about Skylark</p> <p>On point 10 – correction – Eryl Davis is the Head of Strategic Commissioning in Adult Social Services</p> <p>Need to add the discussion on Welfare Rights Service</p> <p>Matters arising:</p> <p>Review of Hearing Advice Service – KK clarified that a response is still required from Barnet PCT regarding transfer to Royal Free Hospital. Until that time Barnet Hearing Advice Service will continue managed by Adult Social Services. Planned for the Hearing Advice Service – a decision is still to</p>	<p>Action:</p> <p>Update the Minutes of last meeting</p> <p>Maria O’Dwyer / Caroline Chant to review position and advise board.</p>

	<p>be made.</p> <p>Transport for London (TFL) – action from last meeting to be chased</p>	Action for TFL to be followed up
2.	Introduction to Caroline Chant - overview of role and support for the Board	
	<p>CC is the newly appointed Joint Commissioner for OA and PSI. CC is looking forward to the new role that will require a lot of groundwork with the PCT; to promote the role to organisations and achieve joint partnership working. CC will be working on the PSI Commissioning strategy to review progress and develop work plan. CC will be bringing this to the PSI Partnership Board. This will incorporate the review of the PSI work plan conducted at the January 09 partnership board.</p> <p>DP requested that: CC should look at the third sector-commissioning framework and report back on this. This was agreed.</p>	<p>Action: CC to speak to Board members on areas of development</p> <p>Action: CC to report to Board at next meeting on the last 2 months of post.</p>
3.	UK Vision Strategy (UKVS) and Implication for Barnet (attachments)	Dave Pearce
	DP has a draft copy of strategy which he has been developing through MAB on behalf of the Physical and Sensory Impairment	

<p>Partnership Board (PSIPB) to consider how the UKVS should be implemented in Barnet- DP advised that this document will be completed end of April 09.</p> <p>DP – reported that the</p> <ul style="list-style-type: none"> • UKVS has been developed after the consultation of 900 organisations and individuals. • The UKVS and its implementation plan for Barnet will be used as a work plan and taken to PSIPB regularly to monitor progress. <p>CC reported that she has been undertaking report to benchmark how Barnet Council is performing against national performance standards for adult social services in relation to support for people with a visual impairment. This needs to link to Barnet work plan.</p> <p>Agreed that CC and DP will work together on this to ensure that this forms the basis of the Barnet Vision strategy developed through PSIPB. This needs to include sign off within London Borough of Barnet (LBB) and PCT and communications.</p> <p>It was agreed that communicating the Vision Strategy through BVSC and MAB members and also putting up online at LBB in order to reach a wider audience and hopefully better feedback.</p>	<p>Action: CC & DP to work together and circulate info before next PB- to include comments from other Board members</p> <p>ACTION: CC / DP Action: EB to put Barnet Vision Strategy online. David H & Dexter H to circulate to BVSC and</p>
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		DabB members
4.	Update on improving services for deaf community	EB/MGoldberg
	<p>EB reported that she has discussed with Mira Goldberg and David Pearce a consultation event for deaf/ deafened/hard of hearing or anyone interested in issues relating to this, to develop a deaf strategy for Barnet.</p> <p>This will consist of undertaking a consultation during September 2009 followed up by an evening event in November 2009. The consultation will give people a chance to comment what they feel is important, and a chance to bring up any issues.</p> <p>Feedback on the consultation will be used to create a strategy. This will be communicated via LBB register, deaf forum, colleges, advertisements, Audiology at PCT, DabB, and Jewish Deaf Organisation.</p> <p>Advertising was discussed and agreed necessary. Audiology mentioned as a good example as a lot of hard of hearing may not be in touch with organisations, but will go to Audiology to get batteries for hearing aids.</p> <p>EB- reported that we know the importance of communication for the consultation document and we are working on reaching a wider audience- for those who have smaller/ day-to-day issues.</p> <p>BP suggests GP's is a good place to target</p>	<p>All Board Members</p> <p>Action: EB to include</p>

<p>for comms.</p> <p>EB – reported that she is currently working with Steven Craker from Barnet PCT into which forms they will target GP’s in e.g. newsletters, leaflets. EB will target particular GP practices with highest levels of patients with hearing impairments.</p> <p>EB also asked Board to promote this event within their own organisations.</p> <p>MG asked EB if the event covers mute service users?</p> <p>As mute service users have not been included in the planning at this stage, KK asked EB to make sure the consultation process provides full provision for mute service users and those who use British Sign Language as their first language.</p> <p>DP mentioned he is planning an event for the visually impaired in the day. The Board discussed the possibility of holding the two events on the same day.</p> <p>KK asked for advice from Sense on this. DP and KK expressed the benefits of holding a dual event- covering both will mean a bigger network in terms of communication and will help capture a wider audience than just one event.</p> <p>DP believed it would be good to run the dual event in November- around the Barnet Vision Strategy in order to promote what they’ve done in Barnet.</p>	<p>mute service users into consultation process</p> <p>Action: Sense to give advice to DP and EB on the event</p> <p>Action: EB & DP to liaise on holding dual event- to report back on progress at next Board meeting. CC to liaise with MOD for PCT involvement / input on the event.</p>
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	<p>Suggested leaving a couple of hours between the events so that those who are just there for the visually impaired can go home.</p> <p>Agreed that EB and DP should liaise on this and report back at the next meeting. Also to work with the PCT and Natalie Broadbanter at BVSC given as a contact for assistance on this.</p>	
5.	<p>Personalisation - Progress in Barnet</p> <p>Personal Budgets in Social Services</p> <p>Personal Budgets in Health</p>	Louise Hehir Alison Kemp
	<p>Personal Budgets in Social Services</p> <p>Louise Hehir- Change Manager for Delivering Choice and Independence reported on the trialling of personal budgets (PB) within PSI and Learning Disability (LD) teams. LH reported that the</p> <ul style="list-style-type: none"> • PB trial started in Nov 08 and since Jan 09 has become standard practice for all new service users. • The trial results in an outcomes based care plan • Main issues: <ul style="list-style-type: none"> - slow take-up with staff in getting to grips with the new service. - Process involves both Direct Payments and Brokerage teams - Reflection in forms/ feedback • Figures to date - 11 out of 15 PSI service users who have been through the trial 	

are now receiving personal budgets
PB's generally welcomed by service users

- Personal Budgets are generally welcomed by service users
- Social work staff are finding the process is taking longer for complex service users. However
- the Personal Budget culture is growing within the team
- This is an ongoing trial with still much to learn from all involved- staff, service users and their carers.

KK gave an explanation of PB's:

- Service user when first makes contact with Adult Social Services fills out a Personal Budget questionnaire. This looks at what the service user needs help with. From this people are given an indicative personal budget based on the Resource Allocation System (RAS).
- Service users are then supported to consider how to use their personal budget to achieve outcomes (using support plan). This could be by friends, family, brokers or the social worker.
- Personal Budgets aims to give people solutions that fit better into their lifestyle, to be more creative and to give them more control.
- Service user can choose to have a direct payment or for the Council to hold the personal budget.

SH expressed concern that Personal Budgets

will be an additional burden for carers.

LH agreed to look into this further especially in relation to the questions asked in the personal budget questionnaire.

SH also raised the issue of length of time it takes to fill out the support plan form.

KK- agreed that it is more time consuming but it is worthwhile. Role of the social worker to know how to use services available with right staff (and who are eligible to make these decisions) in order to make good decisions, investments for better outcomes- to provide dignity, control, independence and a better quality of life.

JM raised fact that many people she knows haven't heard of Personal Budgets and a wider communication to community groups is needed on this.

LH reported that a publicity campaign on personal budgets has taken place including advertising, website, consultations- but as it is still in the pilot stage it has not been communicated on a full scale.

EB stated that once Personal Budget trial is finalised all communications on this will be fully distributed.

JJ asked if Personal Budget trial was linked to service users postcodes. LH responded that Personal Budgets are not directed by postcodes- it is for new clients and review

<p>package clients.</p> <p>DP stated that from his research and learning from other authorities, in order for personal budgets to be successful, there needs to be:</p> <ul style="list-style-type: none"> - Assistance to set up support plan - Monitoring- what is Barnet doing to ensure money is being spent correctly? <p>KK- responded to DP queries</p> <ul style="list-style-type: none"> - A Brokerage team have been established who sit alongside Direct Payments team. It does take time to fill out support plan and decide what is best/ needs of service user- these teams will support this process. - From the consultation it appears Council Officers are not always the best way to get information and advice. The Council is developing a service spec for external brokerage team. Building internal and external brokerage team will be carried out in the next 6 months. - Monitoring- LBB do check to see how money is spent- important that people are willing and able to manage their own direct payments. LBB need to support people to keep within budget- Direct Payments team has info packs on this. - We do offer info and advice to service users on CRBs and will pay 	<p>Action: KK to send DP info/ advice pack on PB and employers</p> <p>Action: LH to make clear service user may have to fund part o their care package.</p> <p>Action: LH report on pilot outcomes at next Board meeting. EB & PB - 2 case studies</p>
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<p style="text-align: center;">for CRB checks to be undertaken</p> <p>DP- People need to be set up as an employer if they are paying friends or family for services. LBB to send DP advice pack on this.</p> <p>JM asked whether personal budgets are means tested? KK responded that at the initial stage eligibility for a Personal Budget is not means tested as it is based solely based on levels of need and risks. Only when a care package is put together a financial assessment is done and may well be funded both personally and through the LBB.</p> <p>DH suggested from review of draft leaflet that it is necessary to draw out the fact it is not means tested but the service user may have to part fund the care. This is not pointed out clearly on the forms so needs to be changed.</p> <p>JM- asked if LH could do a booklet and/or report including outcomes on the pilot, and to communicate to a wider audience so that more people are aware of the PB's.</p> <p>KK asked that the next newsletter include case studies from the trial on personal budgets. LH to report specific outcomes from pilot at next meeting.</p> <p>Personal Budgets in Health</p>	<p>in next newsletter on pilot & PSI.</p>
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	<p>MOD reported that personal budgets in health are behind work in local government. However the PCT will be submitting expression of interest to run a pilot on developing personal health budgets in Barnet. This will give the PCT experience and practice on PBs for the future. A response should be known in a few weeks.</p> <p>MOD stated that the expression of interest is linked to PCT looking at continuing health care budgets, which has a greater variety of needs (continuing health care budget is for ongoing health care users).</p> <p>KK stated that the Council will be keen to work with Barnet PCT on this and to share knowledge and support the PCT if successful in becoming a pilot PCT.</p>	
7.	Citizens Panel and Representation	MB
	<p>Board read through the handout on Barnet's Citizens' Panel.</p> <p>JT- asked if it is only available online? Stressed issue that LBB need to accommodate people with no internet access.</p> <p>MB- explained there is a telephone number to ring, but will pass this point on to Rosie Evangelou.</p> <p>DH- raised issue concerning the timing for data to be pulled.</p> <p>The aim for this is to get more community</p>	<p>Action: EB to raise the issue with Rosie Evangelou as to how to accommodate people with no internet access.</p> <p>Action: Rosie</p>

	involvement in the Citizens Panel. For a link to this you can search 'Consultations' on the LBB website and it will come up.	Evangelou to inform Board when data will be pulled.
9.	Communication and Consultation- users with Visual Impairments	Dave Pearce, Marie Bailey
	<p>This was covered this morning- EB will continue to work on with the hearing impairment community in November 2009.</p> <p>DP asked for Board to support EB on the event and asked if people are interested in the event to contact EB.</p>	Action: Board members to support EB on event.
7.	Developing a strategic approach to HIV- joint approach across health and social care.	Marie Bailey
	<ul style="list-style-type: none"> • MB reported that the Council is working with the PCT on HIV support and advice for the African community. However there are a number of issues emerging that need to be considered. <p>MB to prepare a report for future PSIPB</p>	MB
8.	Agenda for Future Meetings	Marie Bailey
	<p>Agreed that the agenda should not be council led- need to ensure we are covering items of everyone's interests.</p> <p>Board to email their agenda items to new</p>	Action: Board to email

<p>Partnerships and Governance Officer - Elaine Roberts: Elaine.I.Roberts@barnet.gov.uk</p> <p>Agenda items raised:</p> <ul style="list-style-type: none"> • EB- library services • Development of networks- developing sub-groups • Our Life Newsletter <p>DH- would be better to have subgroups on the day of the PB, and focus on the work plan.</p> <p>Board agreed upon having sub-groups and feedback on the day of PB meetings.</p> <p>DH- proposed theme on commissioning of care packages- how the process works in Barnet in relation to Care Providers. Could be Commissioning and/ or Procurement.</p> <p>EB- advised that there is a place for this at the Provider Forums- the Homecare Provider Forum. Need to speak with Tom Pyne to find out what's happening with the forums. Would be good to know details on market and contracts and procurement. CC to discuss this with Tom Pyne - see if we need a stand-alone forum or can feed the info into the PB's.</p> <ul style="list-style-type: none"> • Our Life Newsletter needs to be discussed at every Board meeting- needs to be driven through the PSIPB. • Next issue of Our Life Newsletter will be June/July 09 	<p>agenda items to ER.</p> <p>Action: CC to liaise with TP on provider forums- to report back on this at next PB meeting</p>
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<p>9.</p>	<p>AOB</p> <p>Our Life Newsletter</p> <p>EB stated that for the newsletter we need less than a page (to fit in any pics) at 14 font.</p> <p>Articles agreed:</p> <ul style="list-style-type: none"> • Article by Sense on new service desk, neurology department • CC- article on new role • DH- article on DabB- what's happening and what services they offer • DDSC- useful contacts • SH- carer's nurse. • Article on libraries • Article on PB's for health • Article on deaf/hard of hearing & visually impaired consultation • Article on HIV long term illness- MB to think who would write this article <p>MOD to follow up article on expert patient programme and forward to EB.</p> <p>DP- newsletter is not in accessible format- need only a small amount of copies in other formats e.g. brail.</p> <p>EB reported that-</p> <ul style="list-style-type: none"> • Jon Higgs offering to transcribe onto tape and trying it out as a service. • Articles are sent to Talking Newspaper. • Has previously been sent out on tape- but not used. 	<p>Action: MB to nominate someone to write HIV article</p> <p>Action: MOD- forward expert programme to EB.</p>
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<p>DP stated it should be produced in Braille on tape as standard practice. This goes for everything- including minutes, agendas etc. It was agreed that it was necessary to find out how many copies are actually needed in other formats. JM suggested an article in the newsletter letting people know other formats are available and to contact if this is needed- as it was felt by some people aren't aware they can have it in other formats.</p> <p>MOD asked if there was a way to identify numbers. Suggested doing a 3-month trial/ mini- consultation whereby doing a trial on the first 3 months and then calling service user for feedback/ to see if it was helpful. Going forward EB to add request details (for other formats needed) as standard on the newsletter.</p> <p>EB to promote the PSIPB in the newsletter to raise awareness of the Board and our work.</p> <p>DP informed the board that there was a 'Sound Ball Tennis Event' Date: Sunday 29th March 09 Venue: Raven Lawn Tennis Club, North Finchley Time: 11am-2pm</p> <p>Meeting Dates: Dates need to be set- agreed to keep to Wednesdays every two months.</p>	<p>Action: EB to add request details on the newsletter as standard</p> <p>Action: EB to do article on PSIPB.</p> <p>Action: MB, VW & ER to set next meetings & communicated to Board.</p>
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