



Assistive Technology Partnership Board

AGENDA

Date: Thursday 18 October 2012

Time: 2.00 pm

Venue: Mezzanine Room 1, County Hall, Aylesbury

No	Item	Timing	Page
1	Apologies for Absence / Changes in Membership	2.00pm	
2	Minutes and Matters Arising The minutes of the meeting held on the 23 August 2012 are to be agreed as a correct record.	2.05pm	1 - 10
3	Update on the Wellbeing & Prevention agenda Update from Diane Fentiman, Project Manager, AFW Commissioning & Service Improvement.	2.15pm	
4	Report on Environmental Controls Report from Maria Lloyd, Community OT	2.35pm	11 - 16
5	Report to the Board Report from Adam Willison	2.50pm	17 - 18
6	Partner updates	3.00pm	
7	Any Other Business	3.25pm	

8	Date of the Next Meeting The next meeting will take place on Thursday 13 December 2012, 2.00pm, Mezzanine Room 1, NCO.		
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If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

*For further information please contact: Sharon Griffin on 01296 383691
Fax No 01296 382421, email: sgriffin@buckscc.gov.uk*

Members

David Bone, Carers Bucks
Jackie Wheeler, Action on Hearing Loss
Andrew Evans, BCC A&FW Commissioning
Sue Goodburn, Vale of Aylesbury Housing Trust
Adele Grass, Different Strokes Charity
Makyla Greaves, Red Cross
Simonetta Juniper, BCC A&FW Commissioning
Robert Melton, Paradigm Housing
Margaret Morgan-Owen, Alzheimer's Society
Christopher Reid, BCC & AFW Commissioning
Rachael Rothero, BCC A&FW Commissioning
Firas Sarhan, Bucks New University
Jane Taptiklis, NHS Buckinghamshire
Gwyneira Waters, Northants University
Mark Wathen, AVDC ICE-T Lead
Adam Willison, BCC A&FW Assistive Technology
Devora Wolfson, BCC A&FW Commissioning (C)



**Assistive Technology
Partnership Board**

Minutes
23 August 2012

Members in attendance:	
David Bone	Carers Bucks
Adele Grass	Different Strokes Charity
Margaret Morgan-Owen	Alzheimer's Society
Devora Wolfson	BCC A&FW Commissioning
Others in attendance:	
Sharon Griffin	
Philip Prior	AFW, BCC
Angie Sarchet	BCC Cohesion and Equalities Manager
Elizabeth Sheppard	Communications & Projects Officer, AFW



No	Item
1	<p>Apologies for Absence / Changes in Membership</p> <p>Apologies for absence were received from Jackie Wheeler, Andrew Evans, Makyla Greaves, Giulia Johnson & Adam Willison.</p>
2	<p>Minutes and Matters Arising</p> <p>The minutes of the meeting held on 28 June 2012 were agreed as a correct record.</p> <p>Matters Arising <i>Swift report for monitored Telecare</i> Update to be given at the October meeting.</p>

Update about Bucks New University
To be carried forward to the October meeting.

Safeguarding

Gill Manning-Smith to be contacted to confirm briefing note from Rachel Daly, Team Manager, has been circulated to AT Board members and that Rachel has been invited to attend a future meeting of the Board.

Action: Sharon Griffin

Clarification was requested of the role of the representative from the AT Board to be identified to link in with SUCO and Crossroads and the BSVAB.

Action: Sharon Griffin/Gill Manning Smith

BSVAB membership does not currently include representation from voluntary organisations as a gap has not been identified. Margaret Morgan Owen expressed strong concern that the voluntary sector is not represented. Gill Manning Smith has advised that this item will be put on the agenda for the BSVAB meeting on the 13 September 2012.

Policy update- outline of an Induction Training day

Work on training and information has been merged with the work being scoped by Paul Greenhalgh and Sue Hyland. Workshops will commence towards the end of 2012.

3 Bucks Connect update

Elizabeth Sheppard, Communications & Projects Officer, AFW gave the following update;

Bucks Connect has replaced Bucks Info Net, the community based directory which was terminated at the end of March 2012. It is a new online directory for Care and Support and Community Services for adults which gives details of a wide range of services/organisations in the public, private, community and voluntary sector. The emphasis is on the individual organisations to update the details of groups, venues and events. There is no charge to use the website.

There are currently 800 individual entries on the website. The website is in the public domain and can be accessed via the following link;
www.bucksconnect.org.uk

The directory can be accessed 24/7 and includes the following features;

- a search facility by criteria such as locality, events, activities, eligibility, opening hours, CQC Care homes & Personal Assistants & Support Brokers
- the option of creating a favourites list

A promotion campaign is ongoing including leaflets, flyers, posters, events and advertisement on mobile libraries. Comments on flyers and ideas for further publicity were welcomed.

Action: All

Analytics and the number of visits to the website are part of a wider project which will be available in due course.

During the update the following questions were asked and points raised;

Are there details of domiciliary agencies on the website as well as a list of CQC (Care Quality Commission) care homes? The website includes details of domiciliary care homes which are also CQC checked.

Carers are under a lot of stress looking after loved ones and sometimes do not have the ability or time to access the internet. Is it possible for voluntary organisations to decide which pages are useful to individuals and to download them to use as an information tool for new carers. It is possible select 'favourite' pages and to print the information in PDF format.

Are Care Homes responsible for updating details on the website? One of the objectives is for organisations to update the details they provide on the website. Organisations can log on and update their details at any time to ensure these are kept up to date.

Are there guidelines in place to ensure that any organisations using Bucks Connect meet Government standards i.e. Care Quality Commission (CQC) checks? Organisations register online to add their information to the website. The request is then submitted for approval and checks are carried out to confirm that the organisation is on the CQC register.

There needs to be a statement on the website explaining how checks are carried out to ensure that Government standards are being met e.g. Care Quality Commission & Criminal Records Bureau etc. Confirmation that a statement explaining CQC checks is on the website is to be obtained.

Action: Elizabeth Sheppard

What happens if an organisation loses their CQC registration? Adult & Family services should be notified if an organisation loses their CQC registration but this will be confirmed.

Action: Elizabeth Sheppard

4 Report on Hate Crime

Angie Sarchet, Cohesion & Equalities Manager took Members through a Powerpoint presentation on Hate Crime during which the following key points were highlighted;

The definition of Hate Crime agreed by the Association of Chief Police Officers (ACPO) and Crown Prosecution Service (CPS) is as follows;

‘Any criminal offence which is committed against a person or property that is motivated by hostility towards someone based on their disability, race, religion, gender identity or sexual orientation.’

Hate crime can be experienced by an individual or a whole community. Examples of behaviour include;

- Physical attacks on a person or a place such as physical assault and damage to a home/vehicle
- Threat of attack e.g. offensive letters, abusive or obscene phone calls, cyber bullying
- Verbal assaults or insults i.e. offensive leaflets and posters, abusive gestures

In 2006, there were 69,000 prosecutions for Hate Crime in the UK of which 83% resulted in a conviction.

The survey was conducted in light of the following;

- Complaint from residents/victim 2011
- The ‘Hidden from Plain Sight’ report (the Equality & Human Rights Commission - EHRC 2011)
- Cross-governmental action plan published in March 2012
- ‘Improving Support for Victims in Thames Valley’ report (Victims’ Commissioner, May 2012)

For the period of 1 April 2011 to 30 April 2012, there were 231 reports of Hate Crime to the police in Buckinghamshire. A breakdown of the type of Hate Crime and a comparison to national figures is;

	National Figures	Bucks Survey
89% were racist crimes	67%	33%
6% were based on sexual orientation	10%	15%
4% were religious hate crimes	4%	15%
2% targeted disabled people	3%	18%
1% targeted transgender people	0.75%	5%

The survey was a snapshot audit which ran from 14 November 2011 to 6 January 2012. Seven strands were reported against; race, disability, religion/belief, sexual orientation, gender identity, gender and gender reassignment. Of the 257 respondents, 41 people said they had experienced Hate Crime, 78% were white, 61% female and 75% heterosexual. In some instances not all the questions in the survey were answered.

From an ACORN perspective (a geodemographic information system categorising some United Kingdom postcodes), there was a disproportionate high level of urban professional respondents.

A comparison of the results of the survey and national data suggests an under-reporting issue in Buckinghamshire.

- 16% reported they had been a victim of hate crime in the past year
- The top three issues reported were insults & harassment, threat of violence and unwanted sexual contact
- 75% of incidents occurred between 1-5 times
- 52% in public places
- 26% said they reported the incident to any agency

The reasons for not reporting are;

- 55% didn't think the police could or would do anything
- 45% thought the crime was too common to report
- 41% didn't think it would be taken seriously
- 67% didn't know where they could get any support

Focus groups were held on various dates and at various times (weekends, evenings etc) across the County. Those who took part in the survey were invited to the Focus Groups. Unfortunately most were reluctant to do so as they felt reliving the incident to be too traumatic.

Actions going forward include;

- A greater understanding of the issues
- The identification of local support agencies, provision and training needs
- Comparison with other Local Authorities (what works/does not work/successes)
- Partnership awareness training
- Literature review
- The development of multi agency training

Stop Hate UK

- is a charity based in Leeds that provides independent and confidential support to people affected by Hate Crime. Victims and witnesses can contact the organisation by phone, text, post

or online to report Hate Crimes, access support, and get information.

- Thames Valley Police will shortly be undertaking joint working with Stop Hate UK and the Local Authority to provide this service across Buckinghamshire. The initiative will run for one year and will cost approximately £41,000. Thames Valley Police are investing £10,000. The remaining cost of £31,000 will be split by the 18 Local Authorities in the Thames Valley.

Safe Places

- is an initiative which came out of the Learning Disability Partnership Board.
- Local businesses and properties are being encouraged to place stickers in their windows to show they are a safe place for individuals who are being harassed and are feeling vulnerable.
- A pilot took place in Burnham in 2012 with the aim of the initiative being rolled about across the county
- A small Steering Group is to be set up

Ojalae Jenkins, Joint Commissioning Manager, Adult & Family Wellbeing is to be advised of the Safe Places initiative as this could be relevant for those with dementia.

Action: Devora Wolfson

During discussion, the following questions were raised and points made;

The low percentage of Hate Crime incidents being reported could be due to people such as the elderly not reporting as they are frightened of recrimination. This ties in with the Prevention Agenda.

Does the term 'disabled' include individuals with limited mental capacity as it is important that this information is shown in the survey. Thames Valley Police are to be contacted to confirm if a breakdown of the recorded incidents of Hate Crime is available.

Action: Angie Sarchet

Are there any geographical areas where incidents of hate crime occur more? Incidents tend to occur more where there is a higher population i.e. Aylesbury, Wycombe, Chiltern and South Bucks.

Were there any reports of incidents of hate crime from rural areas? In the survey people were asked for their postcode. Unfortunately only 12 people provided a postcode as they were reluctant to divulge their location.

Was the high level of urban professional respondents due to this being an online survey? Studies have shown that typical respondents to surveys are middle aged white women. Under representation of other groups could be due to not having been exposed to the survey.

It would be of interest to know in what areas Hate Crime has been prevented and the reason for why i.e. making reporting worthwhile

Will the partnership awareness training include voluntary organisations? Yes the awareness training will include voluntary organisations.

Concern was expressed about the major problem of internet trolls and the ability to hide their identity. Cyber bullying is another area of concern. Work is taking place to gain further understanding of cyber bullying & internet trolls and how to deal with both of these areas.

Have any organisations expressed an interest in being part of the Safe Places initiative? Bucks County Council have employed two officers on a temporary contract to undertake the work on Hate Crime. A Harassment Officer from Milton Keynes will provide training. A further update will be given on the Safe Places initiative and as well as confirmation that a Steering Group has been set up.

Action: Angie Sarchet

What does the Safe Places sticker look like? Angie advised that there is a big campaign to be done to increase the awareness of the logo. An image of the logo is as follows;



It would be helpful if the Hate Crime presentation was given to Neighbourhood Action Groups (NAGS) as not all Parish Councils have influence over what is included in their newsletter.

5 Report to the Board

Phil Prior, Project Officer, Assistive Technology circulated the Assistive Technology highlight report for information and emphasised the following key points;

AT retail platform

Work on the implementation plan for the online self assessment function for equipment continues. Andrew Evans, ICES Poole Budget Manager is involved with this project. A Retail Provider forum took place in June. Positive feedback was received from the forum.

Telehealth platform

Speech & Language Therapy and Vital Signs Monitoring groups are underway. Problems experienced with the Vitals Signs equipment and support has resulted in the project not progressing as well as it should. Two further projects are being undertaken - medications management and smoking cessation.

Raise AT Awareness with key groups

A procurement process is underway to establish the relationship with Bucks New University for AT evaluation and training purposes. Work continues on the efficiency report which should be completed in 3-4 weeks. The report looks at how Telecare works and highlights the benefits of use within client care packages.

AT Economic development opportunities

Bucks County Council are involved in the 'Meet the Buyer' event which is taking place at Stoke Mandeville Stadium on 14 September 2012.

6 Partner Updates

Members were advised of the following Partner updates;

Carers Bucks

David Bone gave the following update;

- The wording on the back page of the BUDDI leaflets is to be amended as the text advising the Bucks County Council is the provider is incorrect. The completed leaflet will be brought to the next Board meeting
- Assistive Technology awareness talks continue
- 60 people have been seen individually
- David has attended two large events in the County – Picnic in the Park in Iver and Holiday at Home, Flackwell Heath
- Work continues on the website and the production of a DVD to promote the use of AT equipment
- The Sister at the Day Hospital, Stoke Mandeville has invited David to give regular talks on AT
- There is interest in extending the talks to the Wards. The AT department at BCC are to be contacted to confirm if there is capacity to do so.

The Alzheimer's Society

Margaret Morgan-Owen reported as follows;

- Vanda Walters, Telecare Project worker, has unfortunately had to leave the Alzheimer's Society due to ill health
- A Dementia Support Worker has been appointed and is currently going through induction. She will be based in the south of the county.
- Staff have expressed concern about the difficulty in completing client referrals as not all of the required information is available. It would be preferable for staff at the Alzheimer's Society to take the client's name and for BCC Telecare Staff to complete the referral form. Phil Prior explained that any incomplete referrals would be picked up by a Telecare Worker and that the referral form is in the process of being re-developed. This issue is to be reported back to Adam Willison for discussion with Nicolle Palmer.

Action: Phil Prior

- Staff have also advised that they are having difficulty contacting the Assistive Technology team at BCC by telephone and email. Phil Prior explained that all telephone calls to the Assistive Technology team are routed via the Contact Centre. This will be looked into.

Action: Phil Prior/Adam Willison

7 Any Other Business

Centre of Excellence, BNU

Further details were requested about the official launch of the Telehealth Centre of Excellence at Bucks New University.

Phil Prior explained that Bucks County Council are working in partnership with Bucks New University to facilitate a Centre of Excellence for Telehealth and Assisted Living (CETAL). The Centre will initially run for a period of one year. Feedback of the launch will be provided at the next AT Partnership Board meeting in October – to be added as an agenda item

Action: Adam Willison/Sharon Griffin

Local Account Panel

Members were advised that the Local Account Panel has asked for representation from the AT Partnership Board. Expressions of interest were requested. The outcome is to be advised at the next AT Board meeting.

Action: Devora Wolfson/Adam Willison

	<p>Future agenda items</p> <p>Steven Goldensmith/Diana Fentiman are to be invited to the next meeting to give an update on the Wellbeing & Prevention agenda.</p> <p>Action: Sharon Griffin</p>
8	<p>Date of the Next Meeting</p> <p>The next meeting will take place on Thursday 18 October 2012, 2.00pm, Mezzanine Room 1, NCO.</p>

Chairman

Environmental controls

ECS

ECS

- ECS are defined as the use of a single switch with a control system to operate facilities within your environment
- Assessments in Buckinghamshire are carried out by the Community O.T. service and budget /ordering are managed within the Telecare service

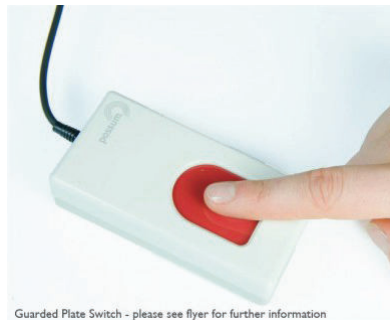
Switches

- Suitable for people with no limb function



Switches

- Suitable for people who have limited upper or lower limb function



Primo –control system

- Can be operated direct access or via switch



Vivo – control system

- Needs switch access – has voice announcement of menu options



ECS IN ACTION ...

<http://www.youtube.com/watch?v=PrncRq1Sr9I&feature=youtu.be>

ECS- who is it for?

- Clients of any age can be referred via CAT for an Assessment
- Clients need to have a permanent and substantial disability which prevents independent their use of their environmental /home facilities e.g. telephone, T.V. lamps, doors ..(due to limited budget there is an eligibility criteria)
- Assessment will be carried out by COT and this will be presented to Panel (budget holder and other ECS Assessors) who make decision on provision.

ECS – the process

- Assessments are carried out at the clients home –
- Facilities are identified that client would like to gain independent control of.
- Basic demonstration of ECS in use carried out by COT
- Client trials ECS Control system, switch option and mount identified at this stage if possible.

ECS- what happens next?

- Case Conference organised with ECS company and COT at Clients home –
- Confirmation of control system, switch and what facilities are going to be controlled are made at the Case conference
- Quote supplied – checked by COT and ordered via Telecare
- Additional work if required e.g. extra sockets- fuse spurs – These will be organised by COT through Social care or Client may fund these privately.

ECS –Once installed...

- Follow up visit carried out by COT within 6 weeks of installation
- Maintenance as required and Annual service / review carried out by Company as part of Service level contract
- Additional Assessments will be carried out by COT (identified at maintenance / servicing visits or by client contact) when required

Highlight Report

Reporting Period	October 2012	Assistive Technology (AT)				
Project Manager	Adam Willison	<i>This programme of work is looking to continue developing AT opportunities in Buckinghamshire. Increased profile of AT development nationally has helped to steer strategic priorities for this piece of work. Focus for Bucks is currently on developing better AT retail opportunities in Bucks, particularly for self funders. We are also looking at the strategic development of health technology services and increasing general awareness of AT.</i>				
Project Sponsor	Devora Wolfson	Overall RAG Status	Schedule	Benefits/Costs	Risks/Issues	Resources
		Green	Green	Green	Green	Green
Status Summary	AT programme is currently on target and progressing well. Scoping meeting for online self assessment system held 30/8/12 and target for project completion is expected to be around November. 2 out of 4 Telehealth projects established, with remaining 2 in development – these will hopefully be established shortly when agreed by area leads. Accredited AT training and development offering for social and healthcare practitioners going through pilot development phase. Positive reception for conducting trial run of course for up to 16 social and healthcare practitioners by 31 st March 2013.					
Developments/ Achievements this period:			Targets for next period:			
<p>1. AT retail platform – Scoping meeting for online self assessment system held 30/8/12 and target for project completion is expected to be around November.</p> <p>2. Telehealth platform- Speech therapy and vital signs projects well underway. 12 month evaluation period for Speech Therapy has begun and first video conference therapy session successfully completed. Vital signs system training due for equipment service and nursing staff in mid-October. Awaiting Medication Management Lead go ahead for commencement of AT project. Smoking cessation literature review completed by Tobacco Control Lead and preferred way forward for Public Health awaited.</p> <p>3. Raise AT awareness with key groups – Further to presentation of AT training/development opportunities at Managers General Meeting we now have a clear way forward for implementing pilot for up to 16 Health and Social Care workers. The outcome of this pilot will help to determine and refine the approach we take to offering development opportunities to a much wider group of practitioners in the future.</p> <p>4. AT economic development opportunities – UK Trade & Investment visit to Spinal Injuries Centre completed. Positive 2012 Paralympics themed 'Meet the Buyer Event' held at Stoke Mandeville Stadium in Sept 12. Both of these have resulted in being able to highlight Bucks AT work at an international level and secure an economic legacy for Bucks.</p>			<ul style="list-style-type: none"> • Continue to work with Contract and Fund Manager to establish implementation plan for online self assessment function. • Meet with Aylesbury Vale Clinical Commissioning Group GP lead for Joint Care to give overview of AT in Bucks. • Confirm next steps for Medication Management and Public Health projects • Develop training course project for social healthcare practitioners. 			
Items requiring management action:						
None						

17

Agenda Item 5

Highlight Report

Progress Against Plan Key Milestones						
Ref	Description	Baseline Date	Forecast/Actual Date	RAG Status	Reason if not green	
	Development of AT retail offering via online self assessment function	March 12	Winter 12	G		
	Development of a Telehealth programme of work	March 12	12-14	G		
	Social Worker and OT training programme	12-13	12-14	G		
Key Risks and Issues						
Ref	Risk	Mitigating Action			Owner	RAG
	None this month					