

Carers Partnership Board

AGENDA

Date: Wednesday 14 November 2012

Time: 9.30 am

Venue: Mezzanine Room 1, County Hall, Aylesbury



No	Item	Timing	Page
1	Apologies for Absence/changes in membership	9.30	
2	Minutes and matters arising Minutes of the meeting held on 12 September 2012 to be agreed	9.32	1 - 12
3	GP Commissioning Briefing from Lou Patten, Interim Accountable Officer for the CCB. The Partnership Clinical Lead will also be attending.	9.47	
4	Carers Survey Presentation from Nigel Palmer, Carers Representative	10.07	
5	Carers Partnership Board Priorities and Workplan Update from Richard Brook, Bucks Crossroads Care	10.22	13 - 14
10.32am Break			

6	Update on Carers Tender Update from Nadiya Ashraf	10.42	
7	Carers Assessments Briefing from Zita Calkin, Joint Commissioning Manager, and Lynne Downes, Care Manager	10.52	
8	Update from the Executive Partnership Board	11.22	
9	Future Agenda Items / Forward Plan	11.32	
10	Date of next and Future Meetings 23 January 2013 at 9.30am in Mezzanine Room 2 Dates of future meetings – all meetings commence at 9.30am 13 March in Mezzanine Room 2 15 May in Mezzanine Room 2 17 July in Mezzanine Room 2 18 September in Mezzanine Room 2 20 November in Mezzanine Room 2	11.42	

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: Maureen Keyworth on 01296 383603
Fax No 01296 382421, email: mkeyworth@buckscc.gov.uk*

Members

Nadiya Ashraf, Buckinghamshire County Council, co-Chairman

Ian Cormack, Carer Representative, co-Chairman

Stephen Archibald, Carers Bucks

Ann Whiteley, Carers Bucks

Clare Blakeway-Phillips, NHS Buckinghamshire

Chris Petford, NHS Buckinghamshire and Oxfordshire Cluster

Margaret Morgan-Owen, Alzheimer's Society

Joy Jannetta, Oxford Health NHS Foundation Trust

Mary Brazier, Oxford Health NHS Foundation Trust

Richard Brook, Bucks and Milton Keynes Crossroads Care

David Jack, Carer Representative

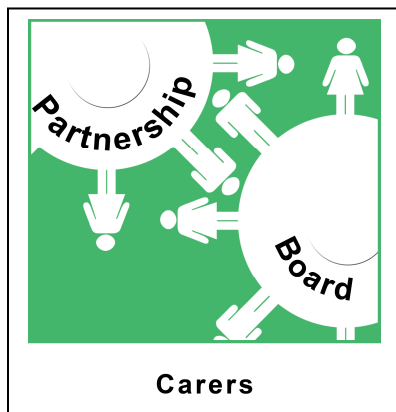
Jill Jack, Carer Representative

Nigel Palmer, Carer Representative

Amela Advic, Carer Representative

Sam Shaw, Carer Representative

Kathy Nawaz, Carer Representative



Carers Partnership Board Minutes

Wednesday 12 September 2012

Those in attendance:	
Stephen Archibald	Carers Bucks
Nadiya Ashraf	Buckinghamshire County Council, co-Chairman
Richard Brook	Bucks and Milton Keynes Crossroads Care
Ian Cormack	Carer Representative, co-Chairman
Joy Jannetta	Oxford Health NHS Foundation Trust
Margaret Morgan-Owen	Alzheimer's Society
Nigel Palmer	
Ann Whiteley	Carers Bucks

No	Item
1	<p>Apologies for Absence/changes in membership</p> <p>Apologies for absence were received from Chris Petford, Clare Blakeway-Phillips, Jill Jack, David Jack, Kathleen Nawaz and Sam Shaw.</p> <p>The group introduced themselves.</p>
2	<p>Minutes and matters arising</p> <p>The minutes of the meeting held on the 13 June 2012 were agreed.</p> <p><i>Matters Arising</i></p> <p>Page 2 – A query was previously raised whether the budget for the</p>

Learning Disability Service is being disproportionately cut compared to other areas.

Nadiya Ashraf explained that the Finance Lead for Adults & Family Wellbeing has advised that the figures are misleading as they suggest there is more money to come out which is not the case.

Margaret Morgan Owen said that the term 'efficiency' can be misleading and asked for a definition.

Nigel Palmer asked for clarification of the cut.

Ian Cormack explained there is not a breakdown against Service User Groups. Nadiya Ashraf will go back and request a more detailed explanation.

Action: Nadiya Ashraf

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Item 4 – BSVAB - annual report

An initial session with carers to understand the current referral process has not been arranged. The Safeguarding Board are keen to have a carer link. A meeting is to be arranged.

Action: Ann Whiteley

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Item 6 – Short Breaks update

Stephen Archibald told Board members that Dr Paul Roblin, Chief Executive of Berkshire, Buckinghamshire and Oxfordshire LMCs has sent a letter to Carers Bucks advising that he is unhappy that GPs have not been appropriately consulted about the Short Breaks initiative. The letter was sent to Carers Bucks as they have been encouraging Carers to go to their GPs to discuss potential available funding for short breaks. The issue of getting the information about the Short Breaks initiative to GPs has been more complicated than anticipated.

Nigel Palmer said that he has also received feedback from carers that GPs are not aware of the Short Breaks initiative.

Ann Whiteley advised that she has met with Zita Calkin, Joint Commissioning Manager and Clare Blakeway-Phillips to discuss ways to increase GP awareness of the initiative. Bulletins have been sent out on three occasions.

Nadiya Ashraf said that the PCT's have given assurance that GP's are being made aware of the initiative. The PCT signed off the Short Breaks initiative in December to come into effect in June 2012. There is further work to be done with the Clinical Commissioning Groups as

they are going to become responsible for the allocation of budgets. A copy of the letter received by Carers Bucks is to be sent to Nadiya Ashraf.

Action: Stephen Archibald

Page 8 – Priorities

Richard Brook advised that Crossroads Care Bucks & Milton Keynes has received funding from the Health Lottery to provide Carers over 60 years of age with a break. There is not a fixed amount of funding - the programme of care can be negotiated. The funding is not means tested; a questionnaire is completed (the Carer Quality of Life Tool) and checks are carried out before and after the funding is allocated. 50% of the total amount of the funding is still available. Members were asked to forward details of anyone who would benefit from the scheme to Richard Brook. The funding must be spent by March 2013.

Action: All

Ian Cormack asked where the funding for the Project Development Worker was coming from. Nadiya Ashraf explained there is residual funding from Crossroads to support the work being done for the Carers Partnership Board. The work plan is to be discussed. Richard Brook added that the advertisement for the Project Development Worker is going out next week and that it would be desirable to recruit a carer to the post. The post will be 12 months, fixed term. The following two areas need to be looked at;

- The Self Funding Project (including setting up a Steering Group)
- Specific projects for the Carers Partnership Board

It is proposed that the Project Development Worker will attend the November meeting of the Carers Partnership Board and the work plan will also be presented at the meeting.

3 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

The on-line survey was a snapshot audit which ran from 14 November 2011 to 6 January 2012, it showed;

- Seven strands were reported against; race, disability, religion/belief, sexual orientation, gender identity, gender and gender reassignment. All the strands, apart from race, showed higher levels of incidence than data reported for Thames Valley Police (where strand data was available)
- There were 257 respondents. This is a good number of responses but the sample size was not statistically valid
- Gender, race and age demographics broadly match those of the county
- There was a disproportionately high level of urban professional respondents, with other groups under represented.

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%

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

Efforts were made to hold focus groups (various times including weekends and evenings) right across the County. Those who took part in the survey were invited to the Focus Groups. Unfortunately most were reluctant to do so and some said that they felt reliving the incident would be too traumatic.

Findings;

- Bucks has residents who are experiencing hate crime
- Improvement in identification and reporting
- Improving people's confidence to report and to come forward in the first place
- Improving awareness of where to report and the agencies that do exist.

Actions going forward include;

- A greater understanding of the issues
- The identification of local support agencies, provision and training needs (accessibility & gaps)
- Comparison with other Local Authorities (what works/does not work/successes, how different are Bucks as a county)
- 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 24 hours a day, 7 days a week.
- 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 scheme

- 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 to go into if they 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 to help drive this project forward

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

Margaret Morgan-Owen expressed concern that there is no referral to the elderly or those with limited mental capacity in the definition of Hate Crime. It is important that these 'groups' are included. The characteristics were agreed by the Chief Police Officer but thought can be given to how this information can be included in the figures for Buckinghamshire.

Richard Brook referred to one of the findings from the survey; a high percentage of people did not report an incident of hate crime as they didn't know where they could get any advice or support. There needs to be a better way of accessing information and supporting and development of individual agencies in order to reduce crime and support victims.

Margaret Morgan-Owen said there are quite a few rural areas in Buckinghamshire. If these areas do not have a community centre and access to transport, this could be an issue. Angie explained that Stop Hate UK provides a fully staffed 24 hour, 7 day a week, Hate Crime reporting service. Incidents can be reported on-line, by text or by telephone. The call handlers have considerable experience and expertise in supporting victims of Hate Crime. The aim is to ensure that people living in rural areas are aware of the Stop Hate UK support service and it is there for them to use.

Angie went on to say that agencies are spread out across the Thames Valley and a way forward has yet to be decided. Different agencies have different strengths. We need to ensure that agencies have staff members who are correctly trained, have the right skill set and are able to interconnect and share information.

Nicole Palmer asked how businesses sign up to the Safe Places scheme. A small project group has been set up. Visits to businesses interested in the scheme can be arranged upon request (one area at a time).

Richard Brook said there needs to be clarification about the pathways i.e. if an individual is looking for support they don't necessarily identify key support agencies as somewhere to go as they may see the incident as a criminal matter. Members of the public also need to be advised that they can talk to their local charity who can signpost them to the appropriate support agency.

Nigel Palmer referred to the figure of given of 55% of those who responded to the survey didn't report an incident of Hate Crime as they didn't think that the police could or would do anything and said this needs to be addressed.

Ann Whitelely said there needs to be a realistic expectation of the results of the survey; reporting incidents of Hate Crime are one thing; outcomes are a different matter. Ann went on to ask if this was the first survey to be carried out about Hate Crime in Buckinghamshire. Angie Sarchet explained that this is the first survey on Hate Crime to be carried out in Buckinghamshire and that one of the issues to be addressed is targeting those areas not well represented.

Ann Whiteley suggested that SUCO could assist with the promotion and signposting of services by including information in the SUCO newsletter. Angie Sarchet said she would contact Ann Whiteley once the initiative is ready to be taken forward.

Action: Angie Sarchet

Ian thanked Angie for her presentation.

4 Draft Care and Support Bill

Nadiya Ashraf explained that that Draft Care & Support Bill was published on the 11 July 2012. The Bill contains significant changes to legislation and social care practice which has applied to Carers in the last 60 years. There is a lot of clarity around legislation for adults and adult carers but not for young carers or parent carers. The new legislation is due to come into effect in 2015/16. There is a huge amount of work to be done before this becomes law to work towards improving practice for carers.

The deadline for consultation on the draft Bill is the 19 October 2012. Comments are to be forwarded to Nadiya by the 5 October 2012.

Action: All

Nadiya advised that she will formulate the comments received and send a joint response from the Carers Partnership Board. The final responses will be circulated to Board members in advance of the next

meeting.

Action: Nadiya Ashraf

The following key points from the draft Bill were highlighted;

Clause 1: Duty to promote individual wellbeing

There are a number of new duties on the Draft Bill. How the outcomes are going to be delivered, the finances to support the Bill and the extra work is still unknown.

Richard Brook said that some of the wording is quite open.

Clause 2 – New duty to provide information and advice

Local Authorities will be required to establish and maintain an information and advice service so that people understand how the local care and support system operates; what choices they have and how to access services.

In Buckinghamshire, the Local Authority has always carried out this duty through Carers Bucks. This has now become a duty of the Local Authority.

Margaret Morgan-Owen asked if funding is available to assist with this duty. Nadiya explained that funding details are unknown at this stage. Funding will become clearer in 2013/14. The amount is yet unknown; these funds are not usually ringfenced but appear in the overall budget for Adult Social Care.

Clause 3 – new duty to promote diversity and quality in provision of services

This is an interesting clause as the personalisation agenda is a new duty for Local Authorities. Those people who are not the responsibility of the County Council should still receive services.

Clause 7 – New duty to provide services to prevent or delay needs for care and support - There is a difference in what is delay and what is process.

Clause 10 – New single duty for carer's assessments based on appearance of need

This removes the requirement for carers to request an assessment or to be providing a substantial amount of care on a regular basis. The implications need to be considered

Clause 12 – Needs assessments should include a whole family assessment

There is little mention about parent carers and young carers in the

document.

Clause 13 – New eligibility framework and national minimum eligibility threshold

For the first time Local Authorities will have to determine eligible needs of an adult who has care and support needs and carers' needs against an eligibility framework which will be set out in regulations.

Clause 14 – Charging for carer's services is optional but Local Authorities can impose charges in meeting carer's needs for support

Self funders can still come to the Local Authority for services but there could be a charge for the provision of these services.

During the discussion, the following questions were asked and comments were made;

Ian Cormack said that Buckinghamshire does not have eligibility criteria for carers. Nadiya explained that national criteria for carers will be set in 2015. Bucks County Council will look into developing a working group of carers to support the work in meeting new legal responsibilities to carers and look at the assessment process. In 2011, 880 assessments were carried out in Buckinghamshire. The question is how many of these were viewed as a quality assessment. Following on from the assessments, four Care Plan workshops have been held locally in conjunction with Carers Bucks. The feedback from the Focus Groups will be looked at in November.

Ian Cormack;

- It is important to identify the 'hidden carers' and expressed concern about how the proposed changes in the Bill are going to work and the reality of the changes.
- There is the issue about prevention and providing help before the needs of the individual become critical or substantial. There may be opportunities for funding available for care and support through the Prevention agenda.

Richard Brook;

- There is concern about the cost and resource implications of the draft bill. Members of the Board need to be aware that there is the risk that the Bill may not become law in the Coalition Government period and is likely to be part of the next election Government manifesto.
- GP's are overwhelmed with 'hidden' carers. The proposed changes in the Care and Support Bill should help to address this issue.
- If the bill becomes law, there are extra responsibilities for Local

	<p>Authorities but no extra funding.</p> <ul style="list-style-type: none"> • There is virtually no mention about Health in the Bill. There is no responsibility on Health in relation to carers and no recognition of the health purchasing system. If GPs do not have any responsibility, why would they engage in the consultation. • Short breaks for carers are currently jointly funded by Health and Social Services. If the proposed changes to the come into effect, Health will no longer be responsible for the funding. <p>Nadiya Ashraf;</p> <ul style="list-style-type: none"> • A large proportion of the residents of Buckinghamshire do not access County Council services. GP's are seen as pivotal as many people access services through their GP. • Local Authorities will have an increased responsibility to provide access to services to individuals other than those eligible at present. There are large costs associated with this provision. Funding has been discussed but has not been identified. • There has to be engagement from education services, hospitals and GPs otherwise the consultation becomes focussed on Adult Social Care and is not a 'whole system' approach. <p>Stephen Archibald added that the Local Authority has a statutory requirement to identify carers.</p> <p>Members of the Board were referred to page 5 of the document which gives details of how to respond to the consultation. Members were also advised that a Young Carers consultation is taking place online (Bucks County Council website) from 24 August – 5 October 2012. The consultation is for services who work with either/both Young Carers & Parent Partnership & Service users in both of these services.</p> <p>Richard Brook encouraged Members of the Board to contact their local MP to ask for their support or to write a letter in response to the consultation as every letter received is counted and included in the final response.</p>
<p>5</p>	<p>Update from the Executive Partnership Board</p> <p>There were no updates to report.</p>
<p>6</p>	<p>Update on Priorities</p> <p>A template detailing the priorities for the Carers Partnership Board was distributed to Board members. During discussion, the following points</p>

were made;

Richard Brook advised that 1-2 priorities have been identified for the Project Development Worker which will be discussed once he/she is in post. A work programme will be put together for the next meeting of the Carers Partnership Board.

Action: Richard Brook/Nadiya Ashraf

Outcome 1 – Helping people to speak up & to be active citizens

Nadiya Ashraf said that some of the priorities are best placed and would be more objective if they were set up and hosted by a third party e.g. outcome 1 – meeting with the Cabinet Lead and Senior Officers where a Carers perspective is needed. It was agreed that Richard Brook would take this action forward and would write to the Cabinet lead and Senior Officer to propose a meeting to discuss the way commissioning impacts on carers.

Action: Richard Brook

Nadiya added that case studies from eight individuals would be presented with the letter on areas including transport, Direct Payment Providers, Home Care, Advocacy and Day Services.

Members were asked to send suggestions of items they would like raised/discussed (i.e. carers being more engaged in the commissioning process) and how they would like to contribute to the meeting (i.e. lead on an agenda item) to Richard Brook by Friday 12 October - rbrook@buckscrossroads.org

Action: All

Outcome 2 – Supporting Carers

Ian Cormack said that delivering a workshop, jointly for carers and professionals should be scheduled as a priority.

Outcome 5 – Improving Health

Ian Cormack said that the issue of health checks keeps arising and asked if there is evidence about the efficacy of health care for carers?

Ann Whiteley explained that the NHS offer comprehensive health checks for adults between the ages of 40 and 74 which are normally carried out at a GP surgery. The health checks are promoted in the Carers Bucks newsletter but they should be offered automatically. People who are in receiving a Carers Allowance or who are the main carer for an elderly or disabled person whose welfare may be at risk if the carer falls ill may also be entitled to a free flu jab. This will be given on an individual basis at the GP's discretion.

Richard Brook asked if any guidance on health care was available for

	<p>carers. If not could guidance be produced which could also cover breaks etc.</p> <p>Further work will take place outside of the Carers Partnership Board meeting on the allocation of the actions.</p> <p style="text-align: right;">Action: Nadiya Ashraf/Richard Brook</p>
<p>7</p>	<p>Date of next and Future Meetings</p> <p>The following items were discussed prior to the end of the meeting;</p> <p>Items are to be added to the agenda for the November meeting;</p> <ul style="list-style-type: none"> • Hospital Discharge • Carers Surveys • Carers Assessment <p style="text-align: right;">Action: Sharon Griffin</p> <p>Lou Patten is also to be invited to the November meeting to discuss the priority on personalisation (to identify and develop an advice service for self funders to include guidance on support planning.</p> <p style="text-align: right;">Action: Ann Whiteley</p> <p>The next meeting will take place on 14 November 2012 at 9.30am, Mezzanine Room 1, County Hall, Aylesbury.</p>

Chairman

Potential Support Programme for Carers Board – Crossroads Care Project Manager

1. Following a meeting with Nadiya Ashraf Lead Commissioner Carers and User Engagement, the work programme below is proposed for the project manager employed by Crossroads Care Bucks and Milton Keynes. The aim is to utilise this time to support the Board’s activities. The approximate time available is 1 day per week over 12 months. The Carers Board are requested to review the proposal and agree it with any amendments they wish to make.

2. It is proposed the project worker will have this aspect of their work overseen by a small working group to assist and support the work.

December 2012-December 2013

Work Programme Item	Activity	Funding	Timing	Evaluation
To work with BCC lead Commissioners to commission an agreed number of moving and handling courses for carers over the next 12 months.	To liaise with Bucks Carers and other interested parties and set up 4 courses – one every three months for 12 people per course	Funded from project funds already received by Bucks CC	Commencement: February 2013 – Ending December 2013	Evaluated at end of course and 12 weeks after course by questionnaire /telephone survey
Research best practice regarding carers health checks in primary care and develop a proposal for implementing this in Bucks	Work in conjunction with existing work currently being scoped and developed. To offer support as agreed to further this objective.	None required – Funded from project funds already received by Bucks CC	As defined by existing work	To be identified once activities defined.
To deliver a workshop jointly for families and carers which promotes the view that hat family carers should be at the heart of decision making, particularly where capacity is an issue and that the principles of personalisation should be at the heart of services for both carers, as well as for the people they care for.	To plan, oversee and deliver the workshop	None required – Funded from project funds already received by Bucks CC	Planning – Jan-Feb 2013 Delivery – April-May 2013	Feedback from attendees

Work Programme Item	Activity	Funding	Timing	Evaluation
To open a dialogue with the District Councils to establish their housing provision, allocation and support policies in relation to carers and the people they care for.	<u>Stage 1</u> a. Contact all district housing departments and undertake survey –qualitative and quantitate b. Review best practice whether it can be identified c. Provide summary report <u>Stage 2</u> Undertake follow-up work as agreed by Board	None required – Funded from project funds already received by Bucks CC	Stage 1: May 2013 Stage 2: By December 2013	Quality of report provided
To review advice and information available to carers around the direct payments process and commissioning.	1. Work with local organisations to undertake a qualitative and quantitative survey of individuals' experiences. 2. Identify sources of advice and information – locally and nationally. Produce and print a short leaflet for carers re advice sources 3. Produce review report for carers board	None required – covered by funds already received	Survey – Mar 2012 Leaflet – Jun 2013 Report - June 2013	Quality of outputs

Richard Brook

28/10/2012