



# Executive Partnership Board

## AGENDA

**Date: Monday 20 February 2012**

**Time: 1.30 pm**

**Venue: Mezzanine Room 3, County Hall, Aylesbury**

No	Item	Page
1	Welcome and apologies for absence	
2	Minutes of the meeting held on 14 November 2011	1 - 12
3	Updates from each Partnership Board	13 - 32
4	Update re: Priorities for the Partnership Boards	33 - 34
5	Newsletter and Website Updates	To Follow
<b>BREAK</b>		
6	Paper re: Remuneration Policy for Service Users and Carers Alison Lewis - Chairman of the ULO	35 - 42

7	<b>User-led Organisation (ULO) - verbal update</b> Alison Lewis, Chairman of the ULO	
8	<b>Discussion about the Local Account</b> Paul Greenhalgh, Performance Manager, Adults and Family Wellbeing	
9	<b>Date of next meeting</b> To be agreed	

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: Helen Wailling on 01296 383614  
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## Executive Partnership Board

# Minutes 14 November 2011

<b>Those in attendance:</b>	
Nadiya Ashraf	Carers Partnership Board
David Bone	Assistive Technology Board
Trevor Boyd	Head of Commissioning & Service Improvement, Adults and Family Wellbeing
Fred Charman	Talkback - Learning Disability Partnership Board
Andrew Clark	Physical and Sensory Disability Partnership Board
Ian Cormack	Carers Partnership Board
Steve Goldensmith	Supporting People Partnership Board
Elaine Jewell	Wycombe District Council
Alison Lewis	Chair of the Service User and Carer Reference Group / ULO
Ainsley Macdonnell	Learning Disability Partnership Board
Ryan Mellett	Older People's Partnership Board
Pat Milner	Mental Health Partnership Board
Sue Pigott	Talkback
Christopher Reid	OPPB and PSD PB
Jean Rein	Talkback - Learning Disability Partnership Board
Rachael Rothero	Service Manager, Strategic Commissioning,

	Adults and Family Wellbeing
Bob Smith	South Bucks District Council
Jane Taptiklis	NHS Buckinghamshire and Oxfordshire Cluster
Kelly Taylor	Hightown
Andrew Walker	LINK



No	Item
1	<p><b>Welcome and Introductions</b></p> <p>Trevor Boyd welcomed everyone to the meeting, and each member introduced themselves.</p> <p>There were no apologies for the meeting.</p> <p>Trevor Boyd chaired the meeting.</p>
2	<p><b>Recap of the Review and the future operation of the Board</b></p> <p>(Agenda Item 4 was taken together with this item).</p> <p>Rachael Rothero referred members to the terms of reference which had been produced following the partnership board review, and asked if members were still happy with these.</p> <p><b>Governance Structure</b></p> <p>The Review had looked at a structure of five partnership boards and an Executive Partnership Board. There were now two further partnership boards (Supporting People and the Assistive Technology Board), which would be added to the structure if members agreed this.</p>

The governance structure which had previously been agreed was that the Executive Partnership Board (EPB) would be an over-arching Board and that the other partnership boards would report to the EPB.

Partnership board members had been concerned that they would lose their identity, but this would not be the case, as there would be a two way line of communication, both downwards from the EPB to the partnership boards, and upwards from the boards to the EPB.

Rachael Rothero also said the following:

- The EPB would report to the Adult Commissioners.
- The EPB was a high-level, strategic Board, and members would have to give a commitment to attend, to ensure that it was effective.
- Partnership boards and the EPB were not decision-making bodies, but made recommendations and could act as steering groups.
- The new Shadow Health and Wellbeing Board would need to be considered in the structure.
- Standard agenda items for EPB meetings would include an update from each partnership board about progress against their work programme.

### **Membership**

A membership of no more than 15 people was suggested for each partnership board, to ensure the boards were effective. The Learning Disability Partnership Board would be different as it had national guidelines about membership.

The aim was for two representatives of each partnership board to sit on the EPB, one of whom should be a service user or carer.

Members discussed the membership and it was agreed that

Community Impact Bucks would be asked to put forward a representative for the EPB, as the priorities agreed by each board would have implications for voluntary and community sector (VCS) providers. It would not be possible to represent the whole of the VCS and this was the reason for having one representative from an umbrella organisation.

It was also agreed that the EPB should have representatives from the following:

- Oxford Health NHS Foundation Trust
- The Ridgeway Partnership Trust
- Buckinghamshire Healthcare NHS Trust

A health forum would be set up in 2012, and that this could be linked to the partnership boards.

Bob Smith suggested that each Board might only need one or two District Council representatives to represent all four District Councils. This would be discussed further once the work outcomes had been set.

### **Work Programme**

It was very important that each partnership board had a work programme which was agreed and signed off at the beginning of each financial year. The work programmes would be reviewed after 6 months and at the end of each year. This would ensure that there was a consistent approach across all the partnership boards.

The Shadow Health and Wellbeing Board had identified some overarching outcomes which could be used as a basis for the partnership board priorities.

Each partnership board would need to produce a list of its priorities. The work programme for each partnership board would be signed off by the EPB.

The Adult Commissioners would also identify priorities for each partnership board.

The work programmes would not just be based on health and social care issues, but also on wider issues, such as transport.

Some priorities would be cross-cutting.

### **Cross – cutting themes**

Some topics (e.g. Day Services or Dignity in Care) cut across all the partnership boards and short-term groups could be set up to address these, rather than them going to each partnership board. These short-term groups would be set up by the Executive Partnership Board. Short-term groups would also reduce officer attendance at meetings.

### **Code of Conduct**

The changes incorporated by the County Council's Standards Committee should be considered for inclusion in the terms of reference when they were agreed.

### **Elections**

Elections for service users had recently been held for the Learning Disability Board, but other partnership boards would need to have their service user and carer representatives arranged by the ULO.

A common sense approach would need to be taken.

Each partnership board would also need to elect a Chairman and Vice-Chairman.

## **Training**

Induction sessions would be provided for all partnership board members.

## **Communication**

A partnership board website would be developed which would contain all reports, minutes and agendas for each board, as well as the priorities and work programmes once they had been agreed.

There would also be a quarterly newsletter which would cover all the boards, and would be available on the website.

A celebration event would be held annually.

Suggestions for other ways of communicating would be welcomed (e.g. through the User-led Organisation or through the Local Involvement Network).

Ainsley Macdonnell (Senior Joint Commissioner, Learning Disability) had a list of basic communication needs, which she suggested could be adopted by the Boards, to ensure that service users were properly involved.

## **Administration**

The Democratic Services Team had been commissioned to administer the partnership boards and the EPB, with the exception of the Learning Disability Partnership Board, which would be administered by Talkback.

There was a small budget available to ensure that the partnership board structure operated effectively (administration, communications, training etc.)



Standard templates and formats would be developed for all partnership boards, although the Learning Disability Partnership Board would have additional requirements.

### **Service user expenses**

This would be arranged through the User-led organisation.

EPB members then made the following comments:

- Papers for all meetings needed to be sent out at least one week in advance, and should not be tabled at meetings.
- Partnership board agendas needed to reflect the items on the agendas at more senior boards.
- Communication was not included in the terms of reference for the EPB, and needed to have a stronger focus.
- Business at meetings and paperwork needed to be accessible, and breaks needed to be incorporated in all partnership board agendas.
- Membership was more about quality of communication and regularity of attendance than about the number of members. Representation on the Board was different to membership.
- Some groups had always struggled to have user attendance (e.g. Mental Health Partnership Board) and engagement with users might have to be flexible (e.g. going out to users in some cases).
- The timescale for setting up the boards should not be unrealistic.

A member asked how service users would be consulted for short-term cross-cutting groups. Trevor Boyd said that each representative would have mechanisms for how they consulted with service users, and how this would then be fed back into a working group.

**The Executive Partnership Board agreed the terms of reference for**

	<p>the EPB and for the other partnership boards (attached), and the Governance structure (attached).</p> <p><b>Agreed actions:</b></p> <ul style="list-style-type: none"> <li>• Each partnership board to produce a list of its priorities. A template form to be produced and sent out for completion to partnership board leads before the end of November 2011. The completed forms to be returned by 20 January 2012.</li> <li>• Alison Lewis to meet with Democratic Services to discuss accessibility of paperwork.</li> <li>• Bev Frost, Communications Officer, to be contacted about the production of a newsletter and other communication needs.</li> <li>• Nadiya Ashraf to prepare a paper with interim options for services users' and carers' expenses, and a proposal for a remuneration policy.</li> </ul>
3	Break
4	<p><b>Draft Terms of Reference for Executive Partnership Board</b></p> <p>See Agenda item 2.</p>
5	<p><b>Role of the User Led Organisation (ULO) in supporting the Partnership Boards</b></p> <p>Rachael Rothero said that a User-Led organisation (ULO) had been commissioned the previous year to ensure an effective service user involvement in the partnership boards. Alison Lewis (Chair of the ULO) and Ian Cormack (Vice Chair of the ULO) would be representing the ULO on the Executive Partnership Board (EPB).</p>

	<p>Alison Lewis said that many service users and carers felt de-motivated, and that they needed to feel that their input into meetings was productive. Timing and location of meetings needed to be considered, to fit around the needs of users and carers. Transport was a large issue.</p> <p>The format of paperwork was important too.</p> <p>The ULO would be recruiting service users and carers, and the first recruitment stage was currently being carried out.</p> <p>A new support worker had been employed, and would carry out a mapping exercise to look at the current numbers of service users and carers on the partnership boards.</p> <p>The contacts for the ULO were Nadiya Ashraf or Ann Whiteley (Carers Bucks).</p> <p><b>Agreed action:</b>  <b>Partnership Board leads to feed back what user support is needed on each partnership board.</b></p>
<p><b>6</b></p>	<p><b>Administration and Support</b></p> <p>See agenda item 2.</p>
<p><b>7</b></p>	<p><b>Next steps</b></p> <p>Date of next meeting – the EPB would meet quarterly and the next meeting would be in February 2012.</p>
<p><b>8</b></p>	<p><b>Any Other Business - The Local Account Challenge</b></p> <p><b>The Local Account Challenge</b>  Marcia Smith (Service Manager, Performance, Adults and Family</p>

Wellbeing) handed out a factsheet (attached).

The Local Account was a requirement for every social care authority to produce an annual document. The factsheet was for information, and further information would be brought to EPB members in 2012.

**Chairman**

Adults and Family Wellbeing , Buckinghamshire County Council

**The Local Account Challenge**

**The Local Account**

By May 2012 we will create the Councils first **Local Account**, a document which will enable residents to judge how well the Council is performing in meeting priorities for adult social care in Buckinghamshire and that value for money is being achieved with resources used for social care by the County Council.

The Local Account replaces the performance assessment of social care which used to be carried out by the Care Quality Commission

We have some ideas for what we want to include in our account but would like residents and organisations with an interest in adult social care services to help us put the Local Account together. Some areas we would like to work with you on would be for example

***Which social care services you would like us to particularly focus on in our Local Account?***

***What information in particular would you find interesting to know***

***What makes excellent social care services i,e what is important for social care services to get right?***

***How could we best present and publish this information in the Local Account?***

**The Challenge**

The overall challenge in producing the Local Account is to ensure it is meaningful, useful, and interesting and enables people to judge how well the council is performing in meeting priorities for adult social care.

**The Timetable**

We aim to have an agreed Local Account available by the end of May 2012 but this will require a well developed draft to be produced in February.

**Getting Started**

We would value and welcome your help in starting the work on the Local Account and propose the following as starting points for your involvement following this meeting.

- Representation-each organisation (partnership board) to put forward 1/2 representatives who would be willing to meet as part of the Local Account Development Group.
- We will also produce a straightforward short document to enable each organisation as a starting point to set out their initial views and put forward proposals they have on the Local Account.
- We will also be involving the wider public through methods such as our website and the citizen jury system.

**We look forward to working with you in producing a useful Local Account for Buckinghamshire.**

Paul Greenhalgh  
Performance Manager , Adults and Family Wellbeing  
November 2011





## **Executive Partnership Board Report**

**Title:** Assistive Technology

**Date:** February 2012

**Author:** Adam Willison

**Contact officer:** Adam Willison, Assistive Technology Manager, 01296 383774

### **Assistive Technology retail platform**

- Business plan presentation given by NRS on 31/1 to BCC commissioners on retail platform.
- AW developing business case in response to NRS request around greater risk sharing e.g. potential transfer of existing social care AT clients to their ownership.
- Self funder provider forum event due shortly to present concept of online self assessment function via BCC. This will be to engage with all interested equipment retail partners within Bucks that wish to be involved in growing this market.

### **Telehealth**

- First draft of business case presented at January Clinical Commissioning Board (CCB). Positive comments received to take forward for second draft – CCB March slot booked, however,

presentation is dependent on all parties agreeing on clinical content of business case.

- Held first Telehealth project group on 20<sup>th</sup> January. Monthly meetings now established until summer with key stakeholders from GP consortia and PCT, with a view to pushing agenda forward from health side.
- Have secured bid in partnership with Thames Valley Health Innovation and Education Cluster for £15K from Strategic Health Authority to deliver project management support and Bucks New University academic evaluation of Speech and Language Therapy project.
- Transferred a number of Bucks Urgent Care Telehealth systems to Bucks Healthcare Trust Community Teams to trial and also integrate with Community Equipment Service contract.

#### **Raise awareness of Assistive Technology with key groups**

- Additional AT Assessment Worker recruited on 6 month secondment to aid increase in assessments and cover for existing Worker in supporting NRS retail model development.
- Short term team and Central Access Team (approx 30 workers) trained in conducting AT assessments. 10+ assessments now undertaken by these staff.
- AT conference to be booked for 13<sup>th</sup> March 12 with guest speakers. This event will have a health technology emphasis.
- Carers Bucks programme of community awareness agreed for 12/13.

#### **Academic research and ICE-T programme**

- Bucks New University have now agreed to fund a Telehealth research centre and lead academic for a year.
- Working as a partner with Mark Wathen AVDC and ICE-T programme to progress of 2012 Paralympics themed 'Meet the Buyer' technology event in September.





## Executive Partnership Board Report

<b>Title:</b>	Carer Partnership Board Update
<b>Date:</b>	20 February 2012
<b>Author:</b>	Nadiya Ashraf
<b>Contact officer:</b>	Nadiya Ashraf – Lead Commissioner for Carers and Service User Engagement ext 7260

### Carers Partnership Update

The Carers Partnership Board met on the 25<sup>th</sup> January after the inaugural meeting of the Executive Board in November 2011. This report is an update on key work of the group.

#### Board and Membership

The Board is currently chaired by a carer, the new terms of reference set out that 50% of the 15 members of each board should be service users and carers. The partnership agreed that representatives should be sought to cover a wide range of condition and groups. There was a need identified to continue to secure both operational and partner sign up to the group. The group agreed the following key partners:-

- Carers from a wide range of background representing different conditions and groups
- Voluntary Sector
- Mental Health Trust
- Black and Minority Ethnic (BME)

- People working on the ground

The Carers Partnership Board is working with the SUCO – the ULO to secure wider membership and ensure that carers are not financially disadvantaged by incurring costs of attending meetings.

### Governance

The Carers Partnership Board welcomed the creation of the Executive Board, noted revised Terms of Reference and reporting structure. The Carers Partnership will now revise future schedule to meet bi monthly.

### Carers Strategy

The Strategy has Four Big Ideas, each of the Big Ideas has identified lead from within the group. A written update or exception report is submitted at each meeting. A year one report will produced in May 2012.

### Priorities template

The Carers Partnership Board felt unable to complete the template circulated on behalf of the Executive Board within the timescale set for the following reasons:-

- It need to have wider stakeholder involvement
- Time is needed to develop it
- It Needed longer than 20 minutes on the agenda
- Should not be officer led
- Unclear of how these priorities would fit with strategy already in place

The Carers Partnership Board have agreed to have a wider planning session in March 2012 to complete the template.

## Carers Safeguarding Toolkit

The Association of Directors of Adult Social Services (ADASS) produced a review paper in July 2011 called “Carers and Safeguarding Adults – Working together to improve outcomes.” In response to this document the Safeguarding Quality Assurance Officer has developed a self audit tool for local organisations. Both Carers Bucks and Crossroads Care Bucks and Milton Keynes, Crossroads Care North Buckinghamshire and Milton Keynes have agreed to take part in the pilot.

## NHS Breaks

The funding for carers breaks has been the subject of debate locally with the Carers Partnership Board raising the matter with SHA and local Councillor to state their dissatisfaction that the funding had not been identified by NHS Bucks or allocated to general carers breaks. (Breaks are funded by NHSB as part of some continuing care packages and for childrens breaks for carers.)

The new Operating Framework for 2012/13 states additional requirements for PCT's and NHS Clusters. These include transferring funds to the local authorities via S256 for an indicative number of carers' breaks. This should be supported by a joint plan agreed by the both the PCT and Local Authority.

Clare Blakeway Philips - Assistant Director - Partnership Development NHS Buckinghamshire and Oxfordshire Cluster tabled a draft business case for carer breaks that had been developed in partnership with Bucks CC. Carers welcomed the proposal and endorsed the model proposed. Carers wanted to ensure equal weight is given to Carers' own health and needs, as to the 'cared for' person.

### Domiciliary Care

The Carers Partnership Board expressed its concern and disappointment at the disruption to Domiciliary Care services, given that re-assurances were given at the last meeting.

### Day Care Transformation

Concern has also been expressed, as to whether there will be sufficient ongoing funding for non-building, community-based day provision, particularly for people with Learning Disabilities. It was expressed that family carers of adults with Learning Disabilities often have a very extended, lifelong commitment to their caring role, so special consideration needs to be given to ensure that their contribution is sustainable.



## Executive Partnership Board

### Report

<b>Title:</b>	Learning Disability Partnership Board Update
<b>Date:</b>	14/02/2012
<b>Author:</b>	Ainsley MacDonnell
<b>Contact officer:</b>	Ainsley MacDonnell 01296-383995

The Learning Disability Partnership Board has an agreed work plan which focuses on priority areas agreed by the Board.

The key areas of work over the last period are as follows -

#### **Changes to governance**

In response to all of the current changes in service delivery and the changes to all Partnership Board arrangements, the LDPB has reviewed the way it works and has introduced the Services and Activities Group where people come together to work on specific topics. Meetings are held on a 6 weekly basis and are well attended by members.

Services and Activities Group meetings have already been held in respect of day service transformation and transport. And the next planned meeting will focus on health.

The User Parliament has been reviewed to ensure that we are reaching an even broader range of people in a wider range of settings. The User Parliament has now become the Peoples Working Group, which supports groups of people with learning disabilities to come together across 5 locations within Buckinghamshire. These groups meet fortnightly to discuss issues that other self advocacy groups have raised and influence, advise and inform the Partnership Board and Services and Activities Group.

## **Progress against work plan priorities**

### Day service transformation

We have met with members of the Day Service Transformation project team and have highlighted issues about communication and supporting people to understand the timescales and stages of the development. We have started to build a paper roll timeline for day centres to help people understand the changes and developments in their services so that people feel included in the changes that are being implemented.

### Transport

LDPB reps met with Ian Boll, Senior Manager - Transport for Buckinghamshire to see how people with learning disabilities can be supported to be involved in the transport and travel strategy consultation.

We also have interest from key transport staff in attending the Services and Activities Group which focuses on transport.

### Health

The Learning Disability Partnership Board were involved in the Ridgeway Partnership's Big Engagement Day as part of the consultation as part of the acquisition and merger process and met with the prospective partners.

A Services and Activities Group meeting is booked in for March which will focus on health and look at health passports, health action plans, health checks and any other health issues raised by people with learning disabilities.

## Keeping Safe

The Partnership Board has been discussing the Longcare survivors' book and a presentation was delivered by Slough Mencap. People with learning disabilities want more information and learning about keeping safe.

Angie Sarchet from the Council's Localities & Safer Communities department attended the February Partnership Board to talk about hate crime. A focus group is to be set up with Angie and people with a learning disability and a provider representative to take this forward.

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## **Executive Partnership Board Report**

**Title:** Mental Health Partnership Board

**Date:** 20 February 2012

**Author:** Kurt Moxley

**Contact officer:** Kurt Moxley, Mental Health Strategic Commissioning Lead

The Mental Health Partnership Board is currently forming anew after a period of inactivity following the end of the last 10 year national strategy. It is now at the start of coming together to begin looking at the Government's recently released strategy.





## Executive Partnership Board

### Report

<b>Title:</b>	Older People Partnership Board Update for 3 <sup>rd</sup> quarter 2011
<b>Date:</b>	20 February 2012
<b>Author:</b>	Christopher Reid
<b>Contact officer:</b>	cjreid@buckscc.gov.uk

#### **Board meeting held on 15 November 2011**

The agenda covered the following items, including the key points and agreed actions:

##### **1. Scrutiny and Transport for Buckinghamshire Services**

Ben Cahill, Policy Officer, Overview & Scrutiny, Policy and Performance explained that a Task and Finish group was undertaking a scrutiny review of the highways maintenance services provided by the County Council, including resurfacing roads, fixing potholes, grass cutting, road safety, gully/drain clearance, winter maintenance and crossings. The group wanted to gather a wide range of views concerning public perceptions on the effectiveness and efficiency of these services.

Board members gave their comments and it was agreed for Ben to develop a questionnaire for the board to complete.

## 2. Stroke Conference feedback

Amanda Essex, from Carer Bucks fed back on a successful Stroke Conference held on 28 September 2011 at the Clare Foundation. A series of presentations on local new stroke services and a question and answer panel were held. A conference report will be issued shortly for public dissemination.

## 3. Partnership Board review update

Christopher Reid updated the board on the meeting of the Executive Board held on 14 November. The new terms of reference and reporting structures were explained. Each board was required to agree its future priorities for 2012- 2013 and a template for this will be issued shortly. The ULO will be supporting user engagement across the boards.

It was agreed for the board to consider nominations for the future chair and for Christopher Reid and Chris Stanners, vice chair to review the membership of the board.

## 4. Update from the Bucks 50 Plus Forum

Chris Stanners reported that there were now 1400 members in the Bucks 50 Plus Forum and the meetings were vibrant and well-attended. The Forum was struggling to find volunteers to carry out the various responsibilities needed.

## 5. Dignity in Care Update

Christopher Reid gave an update on Dignity in Care developments, including the local plans for taking part in National Dignity in Action Day on 01 February 2012 and that 208 people had signed up to be local dignity in care champions.

## 6. Safeguarding Awareness Campaign

The board was asked to note the circulated information about the Safeguarding Awareness Campaign.





## Executive Partnership Board

### Report

<b>Title:</b>	Physical and Sensory Disability Partnership Board Update for 3 <sup>rd</sup> quarter 2011
<b>Date:</b>	20 February 2012
<b>Author:</b>	Christopher Reid
<b>Contact officer:</b>	cjreid@buckscc.gov.uk

#### **Board meeting held on 25 November 2011**

The agenda covered the following items, including the key points and agreed actions:

##### **1. Scrutiny and Transport for Buckinghamshire Services**

Ben Cahill, Policy Officer, Overview & Scrutiny, Policy and Performance explained that a Task and Finish group was undertaking a scrutiny review of the highways maintenance services provided by the County Council, including resurfacing roads, fixing potholes, grass cutting, road safety, gully/drain clearance, winter maintenance and crossings. The group wanted to gather a wide range of views concerning public perceptions on the effectiveness and efficiency of these services.

Board members gave their comments and it was agreed for Ben to develop a questionnaire for the board to complete.

## 2. Dignity in Care

Maxine Foster gave an update on Dignity in Care including the action plan and the work of the sub group which reports to the Safeguarding Vulnerable Adults Board. National Dignity in Action Day on 01 February 2012 was highlighted.

The board was asked to nominate a user & carer representative to sit on the Dignity in Care sub group.

## 3. Better Healthcare in Bucks

Clare Blakeway-Phillips, from NHS Bucks and Oxford Cluster gave an overview of Better Healthcare in Bucks, which was a piece of work undertaken between Bucks and Berkshire, looking at how health services were being provided and how they need to be provided in the future. The key findings have been shared with the PCT and hospital clinicians to help to develop firmer proposals which will go out to consultation in January for a period of 3 months. Public events will also take place across Buckinghamshire in February 2012.

## 4. Future Sensory Business Model

Christopher Reid gave an update on the work in developing the future model of sensory services which was required in the light of contracts for sensory services coming to an end in early 2012. Engagement events had been held with user groups to help and inform the development of the service specification to deliver the future sensory model. The board was asked to complete a questionnaire to provide their views as well.



## 5. Service User Reference Group and ULO update

Alison Lewis, chair of the Service User Reference Group and ULO advised that the ULO had recruited a development worker and will be coming to the next PSDB meeting.

## 6. National Benefits Update

Andrew Clarke, chair of BUDS feedback on the presentation given by the Disability Alliance, held on 11 November 2011, which covered the proposed changes to national benefits, how they are likely to affect disabled people, with particular emphasis on the likely consequences for local service-providers.

It was agreed for this to be highlighted to the Council about the need to do some work on the potential impact of the benefit changes on local services.





## Executive Partnership Board Report

**Title:** Update Report on priorities for the partnership boards

**Date:** 20 February 2012

Following the meeting of the Executive Partnership Board on 14 November 2011, partnership boards were asked to provide a list of their priorities against the following outcomes:

- Helping people to speak up and to be active citizens
- Supporting carers
- Day and employment opportunities
- Housing and support
- Improving health
- Personalisation

The progress of the partnership boards in identifying their priorities is as follows:

- Older People's Partnership Board is holding a workshop on 13 February 2012 to agree its priorities.
- Physical and Sensory Disability Partnership Board discussed its priorities at its January 2012 meeting.

- Carers Partnership Board is having a workshop at its next meeting in March to agree the priorities.
  - Mental Health Partnership Board is waiting to agree its local plan, which will then feed into the priorities.
  - Assistive Technology Partnership Board is discussing its priorities at a workshop on 14 February 2012.
  - Learning Disability Partnership Board – the priorities were discussed at the last meeting and will be brought to the Executive Partnership Board meeting on 20 February 2012.
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## **Executive Partnership Board Report**

**Title:** Service User and Carer Expense Policy

**Date:**

**Author:** Nadiya Ashraf

**Contact officer:** Nadiya Ashraf – Lead Commissioner Carers and Service User Engagement – ext 7260

### **Background:**

At the first meeting of the Executive Partnership Board – 14<sup>th</sup> November 2011, it was agreed that in order to meet the Terms of Reference for both the Executive Board and Partnership Boards a clear policy of intent stating Bucks County Council’s commitment to ensuring that service users and carers are not financially disadvantaged as result of attending meetings needed to be in place.

### **The Policy:**

The Bucks User Lead organisation – ‘The Service User and Carer Organisation’ (SUCO) has developed a draft policy to be applied across all Partnership Boards and other areas of service user engagement. The full policy and claim form can be found at appendix 1 and 2.

In terms of processing claims, a simple 4 step procedure will be implemented:

1. Claimant completes and submits forms and corresponding receipts to Development Worker either by email, hand or post. We will make sure that forms are available at all Partnership Board meetings.
2. Development Worker will check claims and arranged for sign off within 2 working days of receipt.
3. Once completed, signed forms and receipts will be forwarded to Finance Manager at Carers Bucks for processing.
4. Payment will be made either by cheque posted to claimant, or by bacs – depending on their preferred method of payment.

In practice the ULO need to have the flexibility to process and pay some claims immediately at Partnership Board meetings to meet particular individual needs. The ULO may also need to book and replacement care and transport in order to meet individual needs.

**Next Steps:**

The policy will be reviewed after six months with full activity report to be produced for commissioners.

## Expenses Policy

### Background and Principles

A central role of SUCO is to recruit, support and develop Service Users and Carers to take part in consultation meetings on the development and overview of services and policy. These meetings will include Partnership Boards. SUCO will also present information and training events for Service Users, Carers or professionals.

At times Service Users or Carers may be invited to represent their unique perspective by:

- acting as a panel member at a recruitment interview or selection process to choose a new service provider (Tender).
- being a presenter or facilitator at a conference or training event.
- developing policy documents
- undertaking other tasks for SUCO

Bucks County Council and the Bucks PCT, accept, that Service Users and Carers should not be worse off financially as a result of their involvement in strategic consultation processes. Out of pocket expenses like travelling and parking expenses, a sitting service or Personal Assistant (PA) expenses should be paid.

This document sets out the situations in which expenses payments may be made. It should be noted that SUCO's only current income is quite modest grants and payments from Bucks County Council.

SUCO depends on the County Council providing enough funding to cover the Service User and Carer expenses for the meetings, which they will be asked to attend, This policy document sets out the range of Service Users' and Carers' activities, for which the ULO will provide expenses.

Whenever SUCO quotes to Bucks County Council or other bodies to undertake any tasks, it will include a suitable element for expenses payments, so that it can continue to meet the commitments laid out in this document. It will also factor in sufficient funds to enable disabled service users to attend service user events, from which they would otherwise be excluded.

SUCO's Expenses Policy follows the principles set out in the Department of Health's Reward and Recognition Guidance, which includes the following principles around payment and reimbursement for Service User and Carer involvement.

- Service Users and Carers should not be worse off financially as a result of their involvement with service improvement.
- The terms of any payments will be established before Service Users and Carers become involved.
- The way in which payments or reimbursements are settled should not needlessly create barriers that deter involvement.
- Service Users and Carers in receipt of benefits should be provided with information and signposted to support to prevent breaches of their benefit conditions.
- Payments should be made according to consistent and transparent criteria that take into account the level of involvement, the type of work and the skills and expertise required.
- Records should be kept of all payments made for audit and accountability purposes.



## **Expenses**

Below potential Service User/Carer tasks have been divided into three categories to explain the situations in which expenses will be paid.

### **1. No Expenses Payable**

Attendance at open or public meetings or consultations and giving an individual view

Responding to questionnaires.

### **2. Expenses Payable**

Undertaking training relevant to involvement/ consultation work.

Attending consultations or workshops as a representative.

Representation and participation at agreed meetings including boards and working groups.

Chairing agreed groups or meetings.

Representing SUCO at meetings.

Staff Recruitment, interview or tender panel membership.

Planning, preparing, chairing or facilitating at workshops, presentations, conferences, focus groups and events.

Speaking at events/conferences on behalf of SUCO.

Formal monitoring or Evaluation of Services.

### **3. Discretionary Expenses**

Payment of other reasonable expenses such as postage costs or phone calls may also be agreed - such payments would only be made with the agreement of the Chair or Project Lead:

#### **Expenses Rates**

Mileage allowance 45p per mile and public transport costs or taxi costs with agreement

Up to £5 allowance for lunch on agreed occasions

Whenever possible, expenses payments will be made to Service Users and Carers as laid out above. Whether such expenses will be payable should be agreed and clearly communicated to the Service Users and Carers before they commit to take part.

If expenses are offered, it is the Service User's and Carer's own decision whether or not to accept them. People can opt to receive no expenses at all to avoid affecting their benefits. Advice should be sought from a body such as the Benefits Agency to check if accepting such payments is acceptable under benefit rules.

**The Bucks ULO  
Expenses Claim Form**

Month: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Claim Codes ULO – 224  
SDS – 227

Date	Details	Claim Code	Mileage @ 45p per mile	Taxi/Bus fare/ Parking	Sitting service	Total cost
15.2.12	10 -12 C.P.B 12miles Wendover – Aylesbury-Wendover 9.15 – 12.45 Sitting service 3.5 hrs @ £13.45	224	5.40	Parking 2.50	47.08	54.98
<b>Total Cost</b>						

Signature of claimant: \_\_\_\_\_

Signature of person authorising payment: \_\_\_\_\_

Method of preferred payment: Cheque – please provide name of payee \_\_\_\_\_  
Direct Payment to Bank – Please provide Sort Code \_\_\_\_\_

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Account Number \_\_\_\_\_

Account holder's name: \_\_\_\_\_