

**Redcar & Cleveland Disabled People's Partnership Board
Coatham Memorial Hall
September 8th 2008**

From service user to citizen

1. Welcome

Lynne Baggley opened the meeting and informed every one of health and safety issues and the facilities available at the venue. She made everyone aware that the latest edition of ROC's newsletter was available at the registration desk.

2. Apologies

Jason Lowe (Coast & Country Housing)

Alan Poulter ROC

Peter Lowe ROC

Kerry Livermore ROC

Linda Bell

Alan Williams

Ashok Kumar M.P

Sue Renvoise RCBC

Sam Waites (R & C Mind)

John Simpson

John McCormack RCBC

Vera Baird M.P Q.C

Ann Lake

Graeme Bevington RCBC

Julie Horn (Community Partnership Team)

Tracie Jacobs RCBC

Jeanie Coultman

Ian West (ROC)

Adam Steele

Chris Pope RCBC

Councillor Val Halton RCBC

Marjorie Breet

Maria Silver

Colin Bowley RCBC Integrated Transport

Susan Metcalfe

Margaret Yull (Fire Service)

3. Matters arising from June meeting

Disability Equality Duty (D.E.D.)

Jane Reast gave an update on the D.E.D. event planned for November 21st 2008. This event will focus on what the public sector have done since the last Disability Equality Duty day held in January 2007. We already have an acceptance from Vera Baird M.P Q.C. to attend on the day. We have commitment from the local authority and we will inform partners and colleagues of progress on this matter.

Other People's Shoes–Disability Awareness Training -Jane Reast

So far we have been involved in training over 100 Redcar & Cleveland Borough Council staff as well as Coast & Country staff and tenants forum. Some of the trainers and facilitators are present at the meeting today. Unfortunately a planned training session with the council elected members has been postponed due to low take up.

Healthy Eating needn't be a chew (HENBAC) - Jane Reast

This pan disability training relating to food and healthy eating has been very successful. We have run four groups with a mixture of disabled people facilitated by Lucy Muir. Next month we will get together with everyone involved so far to plan a calendar for 2009 based on what we have achieved together on the course. Working on a project this way has been a positive experience with people feeling supported to achieve healthy outcomes.

Dial a Ride - Clare Smith

Update sent from Colin Bowley - Integrated Transport Manager

- Apologies over emergency contact number problems - now resolved - this will not be allowed to happen again.
- New staff have been appointed to the Unit to strengthen our team. They are quality appointments and you will see improvements in customer service / phone line etc. Staff to start in next four weeks.
- Drivers being interviewed this week.
- Tenders for new vehicles close today. An update on vehicle chosen and expected delivery date soon.
- New DAR buses will be metallic silver in colour.
- Still not getting enough feedback from customers. Please encourage people to let us know when they are not happy.

Phone: 01642 444973

Update on LINKs

The Shaw Trust has been appointed as the host for LINKs for Redcar as well as Stockton. **Ron Wood** –Chair of R&C's Interim LINKs advised that there has been a meeting with Shaw Trust to discuss the way forward and we will be watching progress to make sure LINKs progresses. Sue Reeves (Carers Together) added that the intention is to employ one full time worker. They will be offering a 'community voices' online service to allow people with access to the internet to be involved.

The next meeting is to be arranged. The group trying to take this forward are only an interim group, and it is hoped for wider participation from Health and Social Care in the future. The Disabled People's Partnership Board will be kept informed of progress.

PCT Update from recent consultation

Please note page 17 in the ROC newsletter. There was nobody available from the PCT to attend today, however we hope to find out more at a meeting in December.

Direct Payments Forum – Jane Reast

We have held two Direct Payment forums so far in partnership with the local authority and NECIL. These forums will probably be held every 2 months, and we have had positive feedback from people considering having a direct payment. Please note pages 18 and 19 in ROC news. There will also be a Direct Payments Hot Desk Session at ROC Information and Shopmobility on 1st October 10.00 am – 12pm. The next Direct Payments meeting on 12th November at Coatham Memorial Hall will look at payroll services and general communications. If anyone has a Direct Payment or is considering getting one, please come along. This session can include a personal surgery if you require this service. Please let us know if you wish to join the Direct Payments mailing list.

4. Beacon Status and Making it Personal

Lynn Johnson, Head of Adult Services RCBC

The **Beacon Scheme** is about Best Practice and our theme is Supporting Independent Living for Disabled Adults. Within our application the local authority had to demonstrate how the sustainable community strategy fits in. We referenced disabled people's involvement in the Dial a Ride consultation, the work of the Disabled People's Partnership Board. We have worked with partners to move towards a shared future, where people have control over their lives. The Disability Equality Duty had an impact on this and the work of the Disabled People's Partnership Board has raised awareness and promoted positive images of disability.

This quote on engagement from the Commission for Social Care Inspection, 2007 shows how far we have come -

‘People who use services and their carers are saying that council initiatives have enabled them to feel that their views are listened to and that they can make a real difference to how services are delivered. ‘

Some of the outcomes have been;

Supporting people to live at home and maintain independence

Safety - expanding the use of assistive technology - telecare

Disabled people have raised awareness of disability issues

Opportunities for volunteering

Making a contribution – giving something back

Increase in take up of Direct Payments

‘Healthy Eating Needn't be a chew’ (HENBAC) healthy eating sessions for disabled people

Increasing advocacy services

We used the ROC Calendar as a case study with the theme ‘every picture tells a story’.

Questions from the Floor

Q. How many people can attend the ‘Oscars ‘ceremony?’

A. I will find out.

Putting People First - Personalisation & Self Directed Support

The aim is to transform adult social care in Redcar and Cleveland into a system of self directed support. This will mean a shift from the Social Worker knows best to the individual (and the carer) knows best. This will involve a culture change in practice for staff. For people it will mean

- Control, Choice and Flexibility
- Self Assessment
- Transparency in resources

- Developing support plans to spend their money on the things that will make a difference
- Having a life and not an existence
- Being in control
- Families and Carers seen as 'experts'

For staff it will mean Social workers roles will move to advocacy and brokerage.

Questions from the Floor

No questions offered.

5. Neighbourhood Policing in Redcar & Cleveland

Inspector Andrew Bright, Cleveland Police

I am responsible for 6 wards of Redcar. I came to the DPPB Focus group in order to reach out to people we don't normally contact. It's all about reaching all of the community. Neighbourhood policing is a government backed 'back to basics' concept. It aims to alleviate the perceived fear of crime and disengagement with the police. It is about working with communities to tackle crime. They will provide

- clear contact
- Named officers
- Work with community to identify local priorities

The team consists of police officers and community support officers. Their role is to concentrate on their community, residents can speak to a single point contact with any concerns they have in their area. The dedicated non emergency number for Redcar & Cleveland is **01642 302929**. Contact numbers for all the wards are in the council magazine People, Progress, Pride. The recent focus group at ROC highlighted that not everyone had seen this information. The success of neighbourhood policing relies on good community intelligence. Other points of contact are;

- Sure Start - Dormanstown
- Redcar Community College
- Ormesby - Sure Start
- Lord Street Redcar - Police office

Inspector Bright then illustrated the different authority and uniforms of police, police community support officer, and community protection (enforcement) officer.

Questions from the Floor

Q Do you have a texting service to report problems?

A I will find out.

Q Are there any plans to introduce curfews on young people in this area, as being done in Cornwall

A This is a severe measure, and has to be backed up with evidence. Two or more youngsters need to be causing problems in a specific area. Some residents have concerns as a curfew can sometimes just move the problem to the next area.

Q My local officer is moving on – we had just built a relationship with her. Is this a common pattern?

A There is no fixed tenure for officers placements. It tends to be 18 months to 2 years as a usual commitment. Sometimes personal or developmental reasons necessitate people moving on.

6. Tees Valley Durham & North Yorkshire Neurological Alliance

Jo Cole Alliance Secretary

The Neurological Alliance aims to Increase understanding of neurological conditions and the lives of people affected by them (8000 service-users)

Current initiatives include:

Working to help create a Northern Neurological Alliance – launch on October 6th

Conference on 7th November at Wynyard Hall to offer a positive focus on how we can bring about more responsive services for personal care and support.

Creating a joint website - Northern Area Neurological Alliances as an on-line problem solving tool for both patients and professionals

Information stands @ James Cook Hospital to raise awareness

7.EVA Women's Aid - Ingrid Salomonsen, Director

Our service to women and children (up to age 16) offers advocacy, refuge, rape crisis and counselling support. We are based in Redcar and are currently planning a new fully

accessible refuge with Coast & Country Housing. Barriers identified by disabled women and violence – factors included

- Fear of being institutionalised
- Fear of losing children
- Not recognising abuse
- ‘professionals didn’t ask’

Please have a look at our website www.eva.org.uk and if anyone is willing to be involved in planning the new build please get in touch!

8. Any Other Business

Action for Blind People is holding a free sight loss information service in Redcar Library Car Park September 24th between 10 am and 4pm.

Carers Partnership A.G.M. 15th September - Coatham Memorial Hall

Hot Desk Information – see ROC newsletter

Charging for assessed Day Services – does not apply to MIND or ROC as these are non-assessed services. This may affect people who use Grosmont or Upsall services.

PCT Adult Hearing Service – Patient Representation on Tender Panel wish to hear from anyone with a specific interest in audiology and / or experience of accessing audiology services, to be a member of the evaluation panel for the service, please contact the Patient Experience Team on freephone 0800 0130 500, email patientexperience@teeside.nhs.net

The aim of the service is to provide assessment, fitting and follow-up care for the provision of digital hearing aids to patients over 60 years of age.

Redcar & Cleveland Health Check – Tuesday 22nd September Eston City Learning Centre 1 – 3 pm. Engaging families and carers to understand their views on Healthcare for people with a learning disability. Telephone 352608 for more information.

See ROC news letter page 9 for feedback on the Life after Stroke focus group.

Carers Together have a new website www.carerstogether-rc.org.uk

9. Date of next meeting 8th December 2008– it was agreed this will be a brief meeting followed by the ROC A.G.M.

Present

Susan Rushby
Mary Goodman R & C Mind
Ann Weatherly R & C Mind
Leah Shippy R & C Mind
Margaret Atkinson -Westfield Residents assoc.
Terry Skidmore
Kath Oyston BSL Communicator
Betty Hygate
Gordon Mogg - Carers Partnership
Peter Russell Wilson -Routes to Employment
Sheila Shutt ROC
Terry Johnson RCBC
P Stevenson
Gary Brown R & C Mind
Sylvia Scollay ROC
Kevin Coulton ROC
Neville Gosnay ROC
Maureen Gibson ROC
Lynne Baggley Chair DPPB

Mandy Bowers R & C Mind
Elaine R & C Mind
Maureen Wyres -LInks
Len Wyres LInks
Jim Wingham
Karen Richards Age Concern
Janine Cusworth-RCBC(Children with Disabilities)
Anthony Basham ROC
Stephen Proudman ROC
Gary Madge ROC
Malcolm Dexter ROC
Ken MacGladrie -RCBC
Dave Saunders – South Bank Tomorrow

Ping Bingham ROC
Janet Mason ROC
Jimmy Bryant ROC
Diane Broderick ROC
Liz Barker ROC
Lorraine Hayden ROC
Liz Cocks ROC
Clare Smith ROC
Jane Reast ROC
Jennifer Whitehead ROC
Andrew Bright Redcar Police
Al Mills – Redcar Police
Sue Longmate R & C Welfare Rights
Ingrid Solomonson Eva Womens Aid
Tina Hart Open Door Advocacy
Sandra Lazenby
Linda Dickinson Carers Partnership
A Dale – RCVDA
Emma Grimey - Coast & Country
Housing
Jayne Jeal Job Centre Plus
Ann Wilson – LSC
Jay Jackson TVRCC
Olwyn Short
Ros Fuller
Barb Rankin ROC
Stuart Saunders - Carers Partnership
D Jones - Open Door Advocacy
Tony Gordon - RCBC
Ann Hobday
Lucy Muir - Too Able
Jayne Mitchell-Mind & Foundation Trust
Lynn Johnson - RCBC

Sue Reeves - Carers Together
Margaret Wilson ROC
Kath King
Louise Tierney R & C Mind
Ron Wood – Links
Julie Housam ROC
G Robson - Langbaurgh Hearing Impaired
group

Colin Cummings ROC
Jo Cole - Neuro Alliance
Pat Robson R & C Mind