

Disability BackUp Forum Minutes Monday, 30 June 2014

Facilitator: Maureen Ford

Maureen welcomed everyone to the Forum and we all introduced ourselves.

Update on DBU

David Holland provided an update on DBU, including the new contract with Hackney Council providing funding for the next year. As part of that contract, DBU will also be coordinating Direct Payments Forums (two per year) to ensure members are informed on issues surrounding direct payments, such as recruitment, how to manage your personal assistant etc.

David asked members to let us know what issues you'd like DBU to focus on, discuss at future events and raise with the Council (via Helen Wildbore or David Holland).

Outcome of Future of Homecare consultation, Stella Rafferty

Stella attended on behalf of Cynthia Davis, Head of Commissioning at Hackney Council who was due to attend but had to send her apologies. Stella provided an update on the Council's Future of Homecare consultation. The Council's current contract for Homecare is coming to an end and when a contract

came to an end, the Council looks at how they could improve the service. To get user and carers views on how the service could be improved and find out user and carer views on our ideas the council carried out a consultation. The consultation involved a telephone survey, meetings with major user and carer groups in Hackney, workshops and a consultation meeting.

The results of the consultation showed that whilst many people were satisfied with their services, some issues came up a lot, including the care workers being rushed. The results also showed what people want from their service, including:

- Services that cater to the needs of a diverse community
- Care workers being better paid
- Payment for care workers travel time
- Introductory meetings between the carer and service user
- Providers finding out what the service user wants/needs
- Flexible care

As a result of the consultation, the Council is working towards services that are:

- Outcomes based, not focused on time/task. This will involve the provider and service user agreeing the outcomes and family members/advocates being able to input too.
- Personalised services, with different outcomes for different people.

- Flexible services, although not ones that change on the day, but changes agreed in advance.
- Area based – with four areas so that care workers have a smaller patch to work to reduce travel times which should lead to care workers rushing less and increasing their punctuality and some payment for travel time.
- A borough-wide Charedi service, a borough-wide Turkish/Kurdish service and a borough-wide night time service.
- Well trained staff – paying staff for training days.
- Incentive payments for providers who deliver good results.
- The service will help promote/maintain independence
- Training for care workers on how to refer to other services.
- Work towards better pay for care workers (London Living Wage).

Discussion:

Comment: outcomes-based is good, but need proper care plans focused on client needs.

Stella: service users would be involved in monitoring of services and actively involved in setting outcomes.

Question: was the issue of carers arriving late dealt with?

Stella: During the consultation people usually raised general issues of concern rather than individual

complaints. If people have a complaint they can use the Council's complaints line, or complain direct to the service provider. (If people raised a complaint during the telephone survey this would have been logged and acted on.)

Comment: if Hackney Council commissioned a service that wasn't paying the London Living Wage, would be concerned. That is one way to get good services. As someone who has experienced poor services (including missed visits, care workers not introducing themselves), it is good to encourage people to use the complaints line.

Stella: we are working towards the London Living Wage for care workers.

Comment: people want services that treat them with dignity, respect and without prejudice. People want things explained properly and for services to be consistent.

Stella: everyone in Hackney's diverse community should be treated with respect.

Access Audit Training

John Thornton (DBU Planning Team member) provided information about the upcoming training on auditing hospital buildings. DBU has some funding (from Hackney Healthwatch) to run a training course on access auditing. Following the training, the group of volunteers would make visits to hospital buildings to check the entrances, toilets etc for accessibility and the

group will send the audit report to the hospitals. The training will take place in August and anyone interested should contact Helen (helen.w@disabilitybackup.org.uk).

Adult Social Care Service User Reference Group

David Holland gave an update on the reference group which met on 9 June. The purpose of the group is to coordinate consultation of service user groups on major commissioning issues for adult social care. It therefore aims to be strategic in its approach. The major topic for discussion was the re-commissioning of service user support in mental health and what can be developed and built into a new contract.

An options paper on service user involvement in procurement processes will be brought to the group. At the next meeting on 13 August, supported housing and supported housing with care will be discussed.

At the October meeting the group will discuss day centres and day opportunities.

Views on any of these subjects are invited from DBU members to Maureen, David or Helen.

Streetscene

John Thornton gave an update on progress made with Streetscene.

Street clutter – we have seen some improvements, including with removal of A-boards, although there are still problems with Kingsland High Street, which is managed by Transport for London (TfL). An article in DBU's Summer Newsletter goes into more detail and gives details of how to raise issues/complain to TfL.

Please copy your complaint to DBU so that we can monitor any improvements. We have had less success with de-cluttering the streets of tables and chairs.

Dropped curbs – if you know of any missing ‘dropped curbs’ please let us know and we can take it up with Streetscene.

Cycle racks – we’ve been lobbying for cycle racks to be located on roads instead of footways (pavements), with some success.

Dalston Junction bus stop – there is still a temporary stop on Dalston Lane, with no cover, no seats etc. An accessible bus stop is needed there and preferably two bus stops (for different routes) to avoid buses going past without stopping. Please let us know if you make any complaints on these issues.

Cycling on footpaths in parks

David Holland gave an update on recent correspondence with the Council on cycling on the footpaths in Hackney parks. We wrote to the Council asking how and when the bye laws were amended to permit cycling on footpaths in Hackney’s parks. The Council responded saying merely that the bye-law hadn’t been amended. We will continue dialogue with them on this issue.

Any other business

It was noted that Alex Knox (DBU Planning Team member) has been appointed as Disability Officer for Hackney North Labour Party.



A suggested item for discussion at a future Forum meeting was raised: concessions in council tax for disabled people.

The next DBU Forum meeting will take place on Tuesday **23 September**, 5pm-7pm at Our Lady & St Joseph's Church Hall, 100A Balls Pond Road, N1 4AG