

**The Haringey Carers Partnership Board
Friday 23 July 2010, 9.30-11am
Civic Centre, Old Canteen
High Road, Wood Green, London N22 8LE**

Minutes

Present:

Ifeoma Akubue	Carer
Nick Bishop	Mental Health Carers Support Association
Maggie Dain	Carer
Una De Vere	Deputy Service Manager - Adult, Culture and Community Services (ACCS)
Regina Fleming	Carer
Luciana Frederick	Service Manager Commissioning & Contracts Team - Children and Young People's Service (CYPS)
Reneé Harrison	Commissioning Manager, ACCS
Gabriel Lock	Carer
Nisha Mansoor	Carer
Chand Matabdin	Carer
Barbara Nicholls	Head of Adult Commissioning, ACCS
Theresa Pierre	Carer
Lisa Redfern	Co-Chair and Assistant Director, Adult Services and Commissioning (ACCS)
Faiza Rizvi	Black & Minority Ethnic Carers Support Service
Jayshree Shah	Asian Carers Support Group

Item		Action
1	Introductions and Welcome Lisa welcomed everyone to the meeting and apologised for the early start.	
2	Apologies Apologies for absence received from: (i) Carer members: Patricia Charlesworth, Marylyn Duncan, Ray Churchill, Freda Wilson (ii) Officer / organisational members: Souad Akbur, Janet Alldred, Kate Coupe, Anne Daley, Colleen Fiffie, Jeandre Hunter, Leon Joseph, Susan Otit, Mina Patel	
3	Carer Board Member agenda items Dealt with under Any Other Business: No items were raised	

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4	<p>Minutes of the last meeting (May 2010) and matters arising.</p> <p>Item 1 page 1 – Introductions and welcome Reneé sent thank you cards to Cllr Mallett and Catherine Harris.</p> <p>Item 6 page 4 – Carers Week The Chair asked how people thought their Carers Week activities went. Carers present said that they enjoyed the activities and by all reports it was a successful week.</p> <p>Item 7 page 5 – Strategy Delivery Plan: update from Information subgroup Reneé gave a verbal update on behalf of Anne Daley in regards to Regina’s experience at Hornsey Medical Centre. Anne has advised that she raised with the Commissioner responsible for developments at Hornsey Medical Centre the two issues raised – that is lack of information available for carers and the way in which Regina was spoken to. Anne advised that there is a piece of work underway which is looking at what information needs to be available to ‘pick up’ and how that needs to be presented in the downstairs reception area – this should be dealt with in the next month or two. Anne also advised that there is a plan to change the way the ‘front of house’ is managed including some changes to staffing and their remit. Anne advised that the staff changes are subject to appropriate HR arrangements and therefore will take some time to put into action.</p> <p>A question was asked about polysystems in Haringey. The Chair explained that they are also known as ‘collaboratives’. There are currently three in Haringey.</p> <p>Item 8 page 6 – Safeguarding Adults A question was asked about noise control and its relationship to adult safeguarding. Reneé to send out with minutes the contact number for the noise control team in Haringey.</p>	<p>CPB members to mystery-shop the Hornsey Medical Centre in the next month or two to see if there have been improvements</p> <p>Reneé to send out contact numbers re noise control team</p>
5	<p>Co-Chair arrangements Barbara suggested that the Co-Chair arrangements be picked up at the Board’s ½ away day at the end of August. Any interested carers to talk to Barbara, Reneé or Lisa for more information. It was noted that the Co-Chair arrangements have worked well with the Older People’s Partnership Board.</p>	<p>Co-Chair arrangements to be added to ½ away day agenda</p>

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6	<p>Strategy Delivery Plan and Carers Overview and Scrutiny Recommendations</p> <p>Update from Information and Communications subgroup:</p> <p>Reneé gave an update on the work of the group. The group has finalised its work plan and has identified three priority areas for 2010-11. These include: GPs, Hospitals and Libraries. Tasks under these priorities include:</p> <ul style="list-style-type: none"> • Contributing to monthly GP e-bulletin distributed by NHS Haringey • Investigating carer aware messages on TV screens in GP waiting rooms • Ensure up-to-date and relevant information is available in all GP practices in Haringey – ensuring a consistent approach • Ensure up-to-date and relevant information is available in hospital A&E waiting rooms and on relevant wards – ensuring a consistent approach • Exploring carer segments or advertisements on hospital radio • Develop business case for production of DVD about being a carer – available in libraries • Ensure up-to-date and relevant information is available in libraries in the borough <p>Update from Working and Caring subgroup</p> <p>Reneé informed the Board that currently there are no carers on the group but that the group will be looking to engage carers who have accessed services that support carers who are in employment or carers who are looking to get into employment. Reneé explained the membership of the group which included representatives from Learning Disabilities Partnership, Adult Services, Haringey Adult Learning Service, Economic Regeneration, and Jobcentre Plus. The group has discussed different services that are available to help carers get back into or stay in employment and is looking to put this information on the working and caring page on the Council’s website. The group have also discussed the development of their work plan. Nick asked if the minutes of the working and caring subgroup could be sent to him.</p> <p>Carers and Personalisation subgroup</p>	<p>Reneé to send copy of working and caring subgroup minutes to Nick</p>

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	<p>Reneé gave an update on the carers and personalisation event and explained that the subgroup is developing a Supported Self Assessment Questionnaire (SSAQ) for carers. The draft SSAQ will be taken to carers for comment via support groups and existing carers' forums / organisations for comment. The chair suggested that it would be good practice to ensure that the carers SSAQ isn't too long and onerous for the carer to complete. Reneé advised that one option being considered is having a carers section with specific questions for the carer within the body of the current cared for person's SSAQ.</p> <p>Carer Organisations Provider Forum</p> <p>Reneé gave an update on the Forum which so far has met twice this year. It is scheduled to meet quarterly. Reneé informed the Board of the main piece of work being undertaken by the Forum and this is a mapping exercise of services available to carers in Haringey. A template has been developed and will be circulated to voluntary and community organisations via HAVCO's email distribution list. Information gathered through this exercise will be brought back to the Forum for the members to look at the information and make decisions on how to distribute it wider and use the information sensibly. The other piece of work that the Forum is looking at is information sharing and what this means for the different organisations who are part of the Forum. Discussion has also taken place regarding the development of an information protocol and good practice guidance.</p> <p>The Chair reminded the Board that copies of the notes from the subgroup meetings are available for interested members. Contact Reneé on 020 8489 3420 or via email renee.harrison@haringey.gov.uk for copies.</p> <p>Update Carers Strategy Delivery Plan</p> <p>The updated delivery plan was distributed at the meeting. The shaded areas in the plan reflect the recommendations of the Scrutiny Review of Support to Carers.</p> <p>The Chair suggested that a 'friendlier' version of the delivery plan be developed for the Board. This is to include a progress column using the traffic light system to report progress with commentary. The Chair noted that it was absolutely critical that carers felt that they owned the</p>	<p>Reneé to update delivery plan by adding progress column and</p>

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	<p>document and that it was a working document that all could access and understand and one that clearly set out the priorities, actions required to meet the priorities, who is responsible to do the actions and what is the progress on the priorities. Even more critical that we as a board identify our work plan priorities for the forthcoming two years given the currently budgetary situation to ensure that the carers budget is focused on the areas that we want it to be.</p> <p>All agreed that the delivery plan should be amended as discussed above and the amended version brought to the away day to identify priorities. It was acknowledged that a second version of the delivery plan would need to be kept for auditing purposes within the Council.</p>	<p>bring to ½ away day for identification of priorities</p>
<p>7</p>	<p>Safeguarding Adults</p> <p>Update from Safeguarding Adults Board</p> <p>Reneé gave the Board an update from the last Safeguarding Adults Board meeting held on 22 July 2010. Reneé informed the group that Haringey was part of a group of 4 councils working on risk assessment processes for safeguarding. The three other councils include Sutton, Camden and Hackney. A risk assessment has been developed and Camden and Haringey will be trialling it with Sutton and Hackney playing the role of the critical friend in analysing the process and outcomes. After the trial period the group will report back to Association of Directors of Adult Social Services (ADASS) and the risk assessment will be implemented London-wide. The Chair advised that copies of the risk assessment can be circulated with the minutes for comment back to Lisa.</p> <p>Reneé also informed the group that Haringey and the three Councils listed above are looking at Case File Audits and the processes and systems involved –are they robust and are they providing us with quality information. Again the group of councils will be reporting back to ADASS and the audit process will be implemented London-wide.</p> <p>A question was asked about the Safeguarding Adults Board (SAB) working with other organisations and statutory services. The Chair said that the SAB is a multi-agency board and that it does include representatives from hospitals, the Mental Health Trust and NHS Haringey. There are difficulties in that the different statutory organisations use different computer systems. The Council</p>	<p>Reneé to circulate copy of safeguarding risk assessment with minutes</p>

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	<p>is looking at getting an N3 connection so that they can access the “NHS Spine”.</p> <p>A conversation also took place regarding the relationship between the Children’s Safeguarding Board and the SAB. The Chair informed the Board that Margaret Allen, the Assistant Director for Safeguarding sits on the Children’s Safeguarding Board and a representative from the Children’s Board sits on the SAB. There are quarterly meetings between senior management team and the relevant Cabinet lead from Children and Young People’s Service (CYPS) and Adult Services. At this meeting information is shared along with good practice. Protocols between Adult Services and CYPS are being revamped. Since the last inspection things have improved in CYPS. Luciana assured the Board that improvements had been made and the First Response team is a multi-agency team (with council staff, NHS staff and police) that responds to child protections matters.</p> <p>Supported Self-Assessment Questionnaires – risks and safeguarding This item was deferred to the next meeting.</p>	<p>Reneé to add this item to agenda for next meeting</p>
8	<p>AOB Maggie thanked Faiza and her organisation for their wonderful Carers Conference during Carers Week</p> <p>ABG funding</p> <p>The Chair gave the Board an update on the state of play regarding Area Based Grant (ABG) funding. The Chair explained that a number of grants had been cut and that there may be future cuts in October as part of the Comprehensive Spending Review conducted by Central Government. The Chair was unable to give a clear picture on what the cuts mean for Haringey as the size of the problem is still being looked at as our solutions on what we can do. Once it is clearer the information will be shared. . There is a £59 million net budget for Adult Services that will be subject to budgetary savings over the next three years following the new government’s programme of cuts to public sector spending plus the cut on grants. The focus is on protecting frontline services – work will be done on stripping out any unnecessary administrative and IT functions etc. within the Council and working more closely with voluntary and corporate sector and reduce any duplication of services</p>	

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	<p>across all public sector agencies. The key message will be what to we have to provide, what are our priorities and making sure that we do those well. It is about working together as effectively as we can. The difficult thing is that the details and the picture are changing rapidly. The Chair made it clear that the cuts are being imposed upon the Council by Central Government and not by the local authority. The Chair gave a breakdown to the cuts made to the 4 carer organisations that are members of the Board.</p> <p>Asian Carers Support Group received £26 900 but this has been cut by 10% to £24 000</p> <p>Haringey Carers Centre received £60 000 but this has been cut by 25% to £45 000</p> <p>Mental Health Carers Support Association received £29 500 but this has been cut by 10% to £26 500</p> <p>Black and Minority Ethnic Carers Support Service:</p> <ul style="list-style-type: none"> • sitting service received £102 400 but this has been cut by 10% to £90 000 • carers support group received £19 500 but this has been cut by 10% to £17 500 • carers community income project received £31 500 but this has been cut by 15% to £27 000 <p>The Chair reiterated that we (the Board) have to ensure that care services are protected and priorities are maintained and delivered. There is some duplication across the ABG projects – we all need to work together across the Council, NHS Haringey, and the voluntary and community sector to make the lives of carers better and even though dealing with such budget cuts is never easy this is an opportunity to review our priorities and work more closely together to get the best services for Haringey’s carers.</p> <p>Faiza informed the group of the National Black Carers and Care Workers group and their roundtable discussion with Minister Paul Burstow. He said that Personalisation is here to stay and the there will be a refresh of the Carers Strategy.</p>	

Item		Action
Future meetings Board Away Day: 24 th August, 10am – 1pm @ Civic Centre (Council Chambers) 21 st September, 11am – 1pm @ Civic Centre (Committee Room 1) 1 st November, 11.30am – 1.30pm @ Civic Centre (Old Canteen) 14 th December, 10am – 12 noon @ Civic Centre (Old Canteen)		