

18th May 2011

User-Led Organisation Core Group Meeting Mint Lane, Lincoln 18th May 2011

1. Present

Ian Brown	Lincolnshire Sports Partnership
Jo Minchin	County Carers
Mike Martin	
Fay Cooper	Lincolnshire Association of People with Disabilities

In Attendance

Tara Kellie	Lincolnshire CDA
Emma Krasinska	Lincolnshire County Council

Apologies

Susan Swinburn	South Lincs Blind Society
Steve McGuinness	
Iggy Patel	
Susan Lipscombe	County Carers
Georgie Allen	
Helen Oliver	Total Voice
Nigel Webster	West Lindsey Disability Network

Item	Comments	Responsible Person
<p>1. Introductions Apologies</p>	<p>To begin with the meeting was not quorate it was therefore agreed that any decisions made would be ratified at the next meeting. However Ian then arrived which made it quorate.</p> <p>Unfortunately Georgie Allen has not made any of the meetings, and has been unwell. We were wondering if a different LD champion is needed. Fay has someone in mind – Jason Howell. She'll follow this up. May need a taxi to access the meetings.</p> <p>Nigel Webster was due to chair –however Tara will do so as Nigel was unable to make the meeting.</p>	<p>FC</p>
<p>2 & 3. Last Meeting Minutes</p>	<p>Query about the correspondence concerning Birmingham Institute for the Deaf as a correction to the minutes by Iggy via email, need to insert his correction, and comment it as such. This is ratified as the way to proceed with this and future minutes.</p> <p>Emma's Sharing Knowledge course info had the wrong phone number on it.</p> <p>Course dates: 3rd & 4th October, 14th & 15th November 2011, 7th & 8th, 28th & 29th February, and 7th & 8th March 2012. (all Mondays and Tuesdays)</p> <p>The Sharing Knowledge hand out leaflets are not very easy for people with visual handicap to read (black on green text in particular).</p>	<p>TK</p>

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<p>Item 3 (page 2)</p> <p>Page 3 -</p> <p>Page 4</p> <p>Page 5 –</p>	<p>Could do to get Sharing Knowledge information out on websites ULO and LAPB sites. Jo will take leaflets to the next Adults with ASC development group meeting.</p> <p>Fay has not bought the materials, but will bring it to the next meeting</p> <p>Tara has made the bullet points and rearranged the constitution. It now has to be re-signed by everyone in the core group.</p> <p>Steve did send Tara the social model of disability, but it was in Microsoft .docx format, so Tara could not open it and circulate it. He's now sent it as a PDF. It is quite long and may not be accessible for some members, we may need to simplify aspects of it or make an easy read. May be worth having a look at the Southampton social model, definition. EFDS also have a good one that is not too complicated. Thinking about putting together an information booklet booklet for members that could include a fuller definition on the social model.If we refer to the social model of disability as outlined in the booklet, we can change or update it without having to change the constitution.</p> <p>Tara was asked if she can produce the ULO update earlier than the day before the meeting. She thinks she can.</p> <p>We do have the second funding stream for quality checking now. People want to know what people feel about providers and their services, it is something the ULO can coordinate aiming to work with Total Voice on it.</p> <p>Would it be useful for the council to be sending back any feedback from its consultations to the ULO If lots of service users are asking for something, we need to be able to flag it</p>	<p>TK</p> <p>TK & HO</p>

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Page 6	<p>up. Touchstone, satisfaction surveys etc. Yes.</p> <p>Need to be asking what the top 3 things in a support package are working for you, top 3 things that are not working, what do you want to achieve, how satisfied are you etc.</p> <p>Tara has sent out the action for change details. Draft of branding. Sketch shown by Tara. Slogan –‘Working Together, Sharing Knowledge, Improving Lives’. Together Everyone Achieves More (TEAM) – unfortunately already being used.</p>	EK
Page 7	<p>Still need to come up with a name by the 6th of June. We don't have a meeting on the 1st of June.</p> <p>Do we have contact details for Andrew Houghdon (lawyer Fay mentioned regarding equality issues). Would be useful to publish them on a resource page of website.</p>	
Page 8	<p>Independent brokerage, Tara has had a lot of info which she is still looking at. Once she has sifted through it she can come back to us on this one. Emma has mentioned that the council is looking at independent brokerage especially for older people's services.</p>	TK
Page 9	<p>FACS consultation is about to finish The ULO needs to submit a response. Can we put something together in the next few days. - Jo to do.</p> <p>MH forums, having some problems recruiting an advocate to the ULO. Mike is still working on it. A 6 month commitment seems to be the stumbling block, for one person. Emma suggested Patrick from Boston, can she explore it? He's supported by mencap, so Lisa Downs may be able to help.</p>	JM MM and EK

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	<p>Ian Brown - <i>Bike 4 Life</i> project. Showed us a video of Grimsthorpe castle meet up. The video is on Youtube.</p> <p>http://www.youtube.com/watch?v=pT9y4sg4mtg</p> <p>People are travelling from places as far as Coleville. Hire of specialist bike is £10 a day. There is an error in the video, people with head injuries can use the equipment, but they are not counted in the monitoring. All providers need to know about this scheme. Priority has to go to children under 18, as the funding is provided by children's services, but adults can use this equipment too. Short breaks and NHS need to be acknowledged in any publicity.</p> <p>Minutes approved.</p>	
<p>4. Update report</p>	<p>Tara has concentrated on the self directed support peer champions project. See report sent out via email. Volunteers are needed to rough out a workshop Steve and Nigel put themselves forward. TK met with Steve to put together the plan last week.</p> <p>TK handed draft workshop plan to the meeting. We need to introduce this county wide rather than focus on one area, so 4 meetings are planned in different areas of the county.</p> <p>Need to circulate this at the action for change event to enrol people on this workshop.</p> <p>Need some feedback from the In Control survey so that we can present it at the workshops and discuss it.</p> <p>The whole thing has to be from 10 to 2.45. Need people to bring their own pack up, we</p>	<p>TK</p> <p>TK</p>

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	<p>can not afford a budget for food.</p> <p>Afternoon introduce Peer Champions idea.</p> <p>Do we involve Penderels? Passed for Tara to do.</p> <p>Can Iggy give Steve support on presentation? Someone else to introduce workshops?</p> <p>Dates are not booked for the workshop Poss July? Is that too soon? Booking and logistics. Problematic. July would be good to get people interested in the Sharing Knowledge course which has a deadline in August for applications. Decided to go for the week commencing 18th of July onwards. Tara to work with Mike for looking at venues.</p> <p>Looking to get 10-20 people for each workshop.</p> <p>4 different areas = 4 separate days. = 4 workshops. Need 4 dates, so will be working in to August and Summer School Holidays.</p>	<p>TK</p> <p>TK/MM</p>
<p>5. Approved provider involvement</p>	<p>Mike updated on representation at Approved Provider workshop he attended: Discussion in Mike's group on quality checking of personal assistants. Difficult discussion because PAs cover so many aspects.</p> <p>Presentation at event by Community catalyst work nationally on small providers project. which had a huge impact changing legislation for small providers, they have their own quality mark focusing on what people want to know rather than what a LA would want to know.</p>	

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	<p>We need to get more views from personal assistants before we can input to value of quality checking PA's.</p> <p>Accountability is key, which seems to imply that you have to be on the approved provider list to provide a service and PAs have to sign up to it, but this is not the case and it felt very prescriptive to the attendees. Bottom line is that as long as it is lawful it does not matter.</p> <p>The LA could provide a space on a website where the PA could put their CV or Service User's request for PAs. That way the LA is not providing the content, so are not liable for the information?</p> <p>There is a desperate need for this kind of information.</p> <p>We LCDA/ULO put a bid in to Barclays Bank for a PA co-operative for funding for this PA project. £50,000 requested.</p> <p>Quality Checking:</p> <p>Some of the most beneficial information will be service user feedback and ongoing regular updates. Mystery shopping. Could recruit people who use the service to report on it.</p> <p>There is potential income generation TK discussed the customer feedback survey that the Chamber of Commerce do for LCDA. People paid for conducting an independent survey by anonymous service users.</p>	

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	<p>Formal application process is perhaps not needed for people working as a PA for your neighbour. People on the website however would need to go through much more stringent checks.</p> <p>Tara Met with Martin Austin from Disability Direct. Wanted to bring a ULO quality assurance mark called Credibility to our attention. We need certain documentation and Service User feedback. We could adopt the credibility scheme, they would take 50% of anything we earn through them, though no upfront costs. We felt that was a bit steep! We need to maximise our own income stream.</p>	
<p>6. Branding and Logo</p>	<p>Waiting for logo and finalising of the name. Tara to share the marketing plan with Emma. Emma to find when the next direct payments mail out will be.</p> <p>Looking at getting stands together for the June conference Personalisation ULO and Mental health (+Keep safe?) so they can cover each other.</p>	TK
<p>7. Any other business</p>	<p>Fay: LAPD had external audit which they passed, but some of their literature was not accessible for people with LD and memory maps are needed. However otherwise passed with flying colours.</p> <p>Office of disability issue asking for national lead and ambassadors. Prospect of some funding. Applications have to be in by 3rd June. Iggy has expressed an interest in National Lead. ULO would potentially need to be Iggy's employer in that role, & he would be seconded from us, not sure of implications of this. Ian possibly interested in Ambassador role. There was some discussion and no conclusion reached. More information is needed.</p>	

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	<p>Charles will come to a meeting about future funding.</p> <p>We need to be spending time developing the business plan rather than getting projects off the ground. 2.5 days a week is not giving Tara enough time to push things forward. Our funding for the 2 projects we have carried over £32,986 from last year. So in theory could fund extra wages. Needs a chat with Charles.</p> <p>Do we need more volunteer input? Would we need focus groups between bi-monthly meetings? All agreed bi monthly meetings would be better with task groups in between.</p> <p>Mike handed out the what happens next event feedback summary. Mike to provide an email copy to Tara.</p>	