

Housing Disability Panel
Wednesday 10th July 2013
Room F11 The Town Hall

PRESENT

Members

Sheila Howard
 Maureen Symes
 Marilyn Smithies
 Bob Dean
 Mark Burrell
 Ken Coates
 Leslyn Griffiths

Jill Arboine
 Kim Wakely
 Andrew Gough
 James Fraser
 Peter Mason
 Stephen Aselford
 Jean Dyett

Apologies

Liz Collins
 Peter Collier
 Michael Knight
 Rosemary Aselford
 Ray Reeves

Jonty Hawkes
 Eric Webb
 Guy Pile Grey
 John Piper

Officers

Gemma Smith
 Tim Nash
 Rose Marie Louis
 Denise Dixon
 Rosa Muggleton
 Andrew Stone

Involvement Support Officer
 Resident Involvement Co-ordinator
 Resident Involvement Officer
 Responsive Repairs Re-Procurement Officer
 Sheltered and Support Service Manager
 Careline Plus Co-ordinator

Ref.	Subject	Action
1.0	Welcome, introductions and apologies	
1.1	Apologies were received as listed above.	
1.2	As the current elected chair is unable to attend, it was agreed by the panel that Marilyn Smithies would step in as chair for this meeting.	

<p>2.0</p> <p>2.1</p>	<p>Minutes from last meeting and action plan</p> <p>Minutes from the last meeting and action plan agreed.</p>	
<p>3.0</p> <p>3.1</p>	<p>Careline Update from Andrew Stone</p> <p>The Careline service has changed significantly over the past two years. The Careline Plus service is dispersed via the pendant/bracelet alarm system, or the systems installed into the councils Sheltered accommodation. The Careline team are happy to demonstrate all the facilities in the home, all the tenant will require is a standard landline point and access to a power socket.</p> <p>Once the line is installed all the customer has to do to trigger the alarm is press the button on their pendant and a call will be made to Invicta (Carelines contact centre) where an operative will be able to assist either by calling family, doctor, ambulance, carer or any other contact required to deal with the emergency/problem. The operative will stay on the phone with the customer until someone arrives at the home.</p> <p>The Careline service is a 24/7 365 days a year with at least two members of staff on duty at any one time. Careline aim to respond to a call within 30 minutes but this will depend on what calls have been made and what action is required.</p> <p>Other services that Careline Plus provide:</p> <ul style="list-style-type: none"> • Responding to calls from Meals on Wheels operatives if no answer from address even if not Careline customer. • Supply emergency equipment to homes, i.e. walkers, bed pans. • Support to clients whose careers need to leave the home for a specified amount of time, Careline staff will come and sit with the person. • Referrals for Key Safes. Domiciliary care and additional support. <p>Careline is available to all ages and to all members of the public whether in private accommodation, rented or council owned. If you decide to move, the service will be moved for you free of charge. Key safes are available for supply and fit with a charge of £50 and can also be moved easily once installed if required, passwords for the safes are also easy to change if required.</p> <p>Careline staff will not normally enter any property without authority. If a customer presses the button for the service and then cannot speak staff will enter using a key from the key safe – it is assumed the</p>	

	<p>customer is inviting them in the home. If staff have to enter a property with an unknown situation then two staff are normally present.</p> <p>Referrals for these services can be made by the person themselves via the phone or on line; doctors can also refer as can health professionals and care managers.</p>	
4.0	Repairs Re-procurement presentation – Denise Dixon	
4.1	Please see attached presentation for information.	
4.2	Residents should not see any negative changes to the service whilst this process is going ahead, and once a contractor is selected the transition to the new service provider should be seamless for the residents. Many of the operative may stay the same as they will hopefully TUPE over to the new contract. Residents should also see changes to the appointments available, with the new contract we are hoping to have 2 hour fixed slots with the possibility of evening and weekend appointments.	
4.3	It was requested by the panel that an update be given at the next meeting. GS to make sure this is noted on following agenda items.	GS
5.0	Feedback from Inclusive Forum and CASSUP Panel	
5.1	<p>The Inclusive Forum for adult social services users and carers took place on 18 June, in the Fairfield Halls. The event was planned and chaired by members of the Croydon Adult Social Services User Panel (CASSUP), who are current adult social care users or carers of service users, in partnership with the Council’s Resident Involvement Team. It was attended by over 80 service users and carers, and many local voluntary organisations and support groups were represented.</p> <p>Delegates were provided with a range of presentations about some of the key issues that face adult social services users, including updates on the learning disability group, welfare benefit reforms, the council’s transport strategy, and progress on the re-commissioning of voluntary sector services.</p> <p>Two round table discussions led by members of CASSUP were held. One to establish what service users think are the key issues that CASSUP should prioritise in the coming year, and one to encourage service users to consider and feedback how the adult safeguarding team can improve service provision.</p> <p>Delegates enjoyed a light lunch and had a chance to network and</p>	

5.2	<p>speak with representatives from a variety of local voluntary organisations that had information stands at the event.</p> <p>Issues which were raised by service users during the round table discussions to be taken forward by CASSUP include: The quality of domiciliary care Issues regarding adaptations to the homes of disabled residents (other issues to be agreed at the CASSUP panel meeting 11 July)</p> <p>Panel members will report back to the Inclusive forum on their progress when it next meets in November 2013 and information will be published on the service user involvement pages of the council web site.</p> <p>Feedback from the event was very positive, with 70% saying they found it very interesting, 76% saying they learnt something from the presentations and 85% wanting to be involved in future events.</p> <p>Copies of the presentations delivered at the Inclusive Forum will be published on the council website. For printed copies or further information about the Inclusive Forum meetings or CASSUP please contact:</p> <p>Liz Collins Resident Involvement Officer Department of Adult Services, Health and Housing Taberner House, Floor 13 South Park Lane Croydon CR9 1DH. Liz.collins@croydon.gov.uk</p> <p>Feedback from Disability Panel – The members of the panel who attended the Inclusive Forum felt that the event was too rushed, they felt it would be better to have less presentations and more Q&A time for the delegates.</p> <p>They were quite disappointed with the venue as the carpet in the main room was in bad repair and a tripping hazard. This was noted by council staff as well and will be taken up with the venue directly if another Inclusive Forum is held there.</p>	
6.0	Revised constitution / Chair & Vice Chair Elections	
6.1	<p>The panel agreed the proposed revisions to the constitution. However, it was noted that item 7.2 should also be changed, to include ‘those people who have provided their apologies in advance of</p>	

6.2	<p>the meeting' at an appropriate point. This will be updated.</p> <p>Chair – Nominations – Marilyn Smithies – Panel agreed Vice Chair – Nominations – Peter Mason & Sheila Howard Panel voted – 7 votes for Sheila Howard & 5 votes for Peter Mason.</p> <p>Congratulations to Marilyn Smithies as Chair and Sheila Howard as Vice Chair.</p>	
7.0	<p>AOB</p>	
7.1	<p>Items for next agenda: Repairs Re-procurement update Declassification of Sheltered Blocks Meetings rules to be added to next agenda Grounds maintenance (problems with weeds/moss and paths that are dangerous for those with disabilities)</p>	
8.0	<p>Date of Next Meeting</p>	
8.1	<p>Wednesday 13th November 2013 – Room TBC</p>	