NOTES OF THE MEETING

Nottinghamshire County Council
Adult Social Care,
Health and Public Protection

Learning Disability and
Autism Partnership Board

Date: Tuesday, 13\textsuperscript{th} December 2016

Everyday Champions Centre, Newark

Who came to the meeting

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
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<tbody>
<tr>
<td>Cllr Yvonne Woodhead</td>
<td>Chair, Nottinghamshire County Council</td>
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<tr>
<td>Ainsley MacDonnell</td>
<td>Service Director, Nottinghamshire County Council</td>
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<td>Amanda Adamson Smith</td>
<td>United Response</td>
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<td>Wendy Adcock</td>
<td>Friend of the Board</td>
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<td>Konrad Bakalarczyk</td>
<td>Access Officer, Nottinghamshire County Council</td>
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<td>David Barrett</td>
<td>Service User Representative</td>
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<td>Christopher Belcher</td>
<td>Service User Representative</td>
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<tr>
<td>Dawn Birch</td>
<td>NCHA (Provider Representative)</td>
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Fiona Brown                         Service Manager, Nottinghamshire County Council
Laura Chambers  Strategic Commissioning Manager, Nottinghamshire County Council
Sam Chambers                         Notts Healthcare Trust
Samantha Collingham    Fitzroy(Provider Representative)
Sally Dore     Mansfield & Ashfield Clinical Commissioning Group
Bronwen Downing Carer Representative
Doug Downing Carer Representative
Alyson Fisk Parent Carer
Val Gardiner Newark & Sherwood Community Voluntary Service
Bryan Gray         Percurra
Jan Harding            Voluntary Sector/Carer
Adrian Hartley Carer Representative
Julie Hartley Parent Carer
Luke Hemstock Service User Representative
Paul Jones            Service User Representative
Ellen Kinsley Mental Health and Learning Disability Commissioning Manager
Marie McGahey Learning Disability Health Facilitator - Strategic Lead
Marek Melges Carer Representative
Dianne Neal Carer Representative
Michelle Neal Carer Representative
John Parrott Carer Representative
Neil Pike ROB Ollerton and Boughton Recycling
Tracy Radford Tenfifty
Mandy Snowden Personal Assistant to Adult Social Care and Health Service Directors, Nottinghamshire County Council
Paul Stafford Senior Benefits Adviser, Nottingham County Council
Darren Stapleton Employment Co-ordinator i-Work, Nottinghamshire County Council
Mark Taylor Service User Representative
Michael Townson Service User
Laura Ward Employment Inclusion Worker, Nottinghamshire County Council, i-Work
Gary Watt NHS - Bassetlaw Clinical Commissioning Group
Dianne Welham Parent Carer
Alex Welham Parent Carer

Our visitors from Fountaindale School

Mrs Robinson, Cheryl, Chris, Ashleigh and Glen
Zoe, Adam, Kieran, Freya and Dominic
1. Who could not come to the Meeting

- **Eddie Moorcroft**  
  Vice-Chair and Service User Representative

- **Karen Aspley**  
  Smile Stop Hate Crime Co-Ordinator,  
  Nottingham MENCAP

- **Cllr Alan Bell**  
  Nottinghamshire County Council

- **Lesley Booth**  
  Carer Representative

- **Marian Chapman**  
  Market Management Officer,  
  Nottinghamshire County Council

- **Sarah Clout**  
  C-I-C (Service Provider)

- **Kimberley Cockram**  
  Fitzroy (Service Provider)

- **Dale Hartley**  
  Service User Representative

- **Mercy Lett-Charnock**  
  Commissioning Manager,  
  Nottinghamshire County Council

- **Jane McKay**  
  Group Manager - Day Services  
  and Employment, Notts County Council

- **Michael Le-Bail**  
  DOSH Financial Service

- **Beverley Pearson**  
  Fitzroy (Service Provider)

- **Cllr Sheila Place**  
  Councillor, Nottinghamshire County Council

- **Cllr Stuart Wallace**  
  Councillor, Nottinghamshire County Council

- **Cllr Muriel Weisz**  
  Councillor, Nottinghamshire County Council

2. Ground Rules

Councillor Yvonne Woodhead welcomed everyone to today’s meeting and gave apologies for Eddie Moorcroft (not able to attend due to being unwell).
Councillor Yvonne Woodhead asked for any other apologies. All apologies recorded under Item 1 above.

Luke Hemstock read out the ground rules and Konrad Bakalarczyk went through house-keeping.


3. Notes from the last Meeting

Councillor Woodhead went through the last meeting minutes, page-by-page.

No corrections were asked for - minutes were agreed as a correct record.
4. Action Log
What we said we would do, and
What we have done

Item 1
Changing Places toilet – Retford

Konrad Bakalarczyk said he has received an email from Daniel Watson, Project Delivery Manager, and the ground works for the building should be starting before Christmas.

Update to follow at the January meeting.

Item 2
Changing Places toilet – Newark Leisure Centre

Konrad said a meeting has been arranged with the contractors to look at the changes and to make sure they are right. Update at next meeting.
Item 3
Paul Stafford – Benefits Question
Will people get support to use the internet and complete claims forms?

Konrad said Paul Stafford is here today and will be talking to you later in today’s meeting.

Item 4
Working Group to look at what was said at the Annual General Meeting about changes to the Board

Konrad said the Working Group will be feeding back to you and will tell you about what they discussed and their ideas for how the Board may change.

Konrad said they have had their first meeting and a report is with your papers.
5. Working Group
Feedback from the Annual General meeting and Working Group

Adrian Hartley and Christopher Belcher went through their slide presentation to feedback from the Working Group.

They said they wanted to tell you about what the Working Group did with all the ideas you had and went over what the group did.

The Working Group were:

Eddie Morecroft, Mark Taylor, Chris Belcher, Marek Melges, John Parrott, Adrian Hartley and Lesley Booth.

They said what they did

We looked at what people said.
Looking at peoples comments we split them into 3 areas of work:

1. Membership and Roles of Board Members
2. How the meetings work
3. How the Board works and links to other things

We couldn’t cover all 3 areas in the time we had so we voted on which one to do first.

‘How the Board works’ had the most votes.

We looked at what people said they wanted to keep and what they wanted to change.

From this we picked out all the things that were about how the meetings work.

Here’s what was said about how the meetings work.

**Things to keep include:**

- Where we meet
- How often we meet
- Sharing good news
- Sharing information
- Action Log
Things to change include:

- Less presentations, 1 per meeting
- More time to discuss issues
- More focus on actions
- Service users more say on agenda
- Mixed tables
- What happened after follow up
- Plan focus for the year

In pairs we looked at what people had said and how we could change the meetings.

Here is what the group thought:

- **Standard Agenda** - things we cover at every meeting.
- **Introduction** to what we will be doing.
- **Ground rules** - point out they are on the wall (no more reading them out).
- **Meeting minutes** - if there are any changes, people to shout out the page number and what needs changing (no more going through each page).
• **Action Log** - to have an update on items from the last meeting (anything older will be on the progress chart on the wall).

• **Help/Engagement** - point out sheet is on the wall for people to add their names to if they want to be involved (will not discuss this during meeting).

• **Progress Chart** - point out on the wall - to record actions and issues, and what is happening about them - who, what and when.

• **Any Other Business/Questions** - at the end of the meeting and for questions to be sent in before the meeting, if possible.

**Burning Issues sheet** will be on the wall for people to write down anything that they feel is an issue but not something we are discussing at the meeting.

**Annual Plan list** on the wall that has themes for the year so we can tick off if we discuss at the meeting, or if we have an update report instead.
**Reports** - just 1 discussed at the meeting, others included in papers. Questions people have asked will be on the wall along with a description of the report and answers to the questions.

**Tea break** - important part of the meeting for people to talk to each other and look at information on the wall.

**Discussions at the meeting**

We should try to have 1 big discussion on things we can influence or change.

**1 main topic for each meeting** - people will split up onto different tables so each table has a service user, carer, officer and provider. Volunteers on each table to record, keep time, feedback and support people.

**5 min Presentation** - quick overview.
People will have had time to read the report and discuss at their pre-meetings.

We should be able to go straight into discussions and questions.

**Action Log** - will be discussed but only actions from the last meeting. Older items will be on the progress sheet on the wall.

**Any Other Business/Open Forum** - opportunity for people at the meeting to bring up issues and questions not on the agenda.

**Next meeting** - Members to agree next meeting agenda.

**Information Sharing** - Members will still receive reports and information that will be included in the papers, but we will not discuss everything during the meeting.
Reports - some will just be updates that include contact details so people can comment or ask questions directly. If there are questions we will put them on the wall along with the responses.

Updates - We will still ask people for written updates on each theme area if we are not going to discuss that area in the meetings.

We think these ideas will help the Board change and be better at the work it does.

Although we looked at things to change, we don’t think we have lost anything.

We will review the changes and ask you to help us by saying if something is not working - nothing is written in stone.
Konrad and Adrian said the mock plan of the meetings is on your tables and they gave you 15 minutes to discuss answers to the following questions:

1) Do you think there will be enough time for the main discussion at the meetings?

2) Is there anything we have missed?

3) Would you agree to try these ideas?

4) Any other comments?

Finally - Membership
5) The next area we need to look at is Membership. Do members think it would be good to spend the big discussion at the January meeting looking at this?

Members agreed that the next meeting should be about the membership.

Following discussion, each table was asked to present their findings.

Here is what everyone said.

1) Do you think there will be enough time for the main discussion at the meetings?

Table 1 - Depending on the topic being discussed, we think that there should perhaps be more than one item and that these should be themed.
We need to avoid going from one format to another and so the discussion should reflect the importance/weight of item being discussed. Needs to be flexible.

**Table 2** - Action Plan with a named person.

**Table 3** - Yes, but there must be time for debate on burning issues.

**Table 4** - More than enough time, we liked the idea of mixed tables.

**Table 5** - Good to focus on one subject. Follow-up with answers. Happy with questions – good on wall. Get involved if you want to.

**Table 6** - Yes.

2) **Is there anything we have missed?**

**Table 1** - The presentations may need to be longer than 5 minutes and, if possible, more visual.
Table 2 - More defined outcomes. Do Partnership Board influence decision making? How do we become a campaigning/pressure group for people with learning disabilities and autism. Unclear of the vision.

Table 3 - Thank you to the Working Group. Ideally a small pot of money for small projects to apply for access – this will engage smaller Providers.

Table 4 - Ground rules on the table, not on the wall. Sharing information – questions raised in meetings rather than prior – opportunity to feedback.

Table 5 - Changes agreed through Board. Laminated ground rules on table / vote cards as before. Set-up terms of reference. Invite people to relevant meetings.

Table 6 – Continue to allow professionals to summarise work where engagement is requested (not just on the wall). Ensure papers circulated are in a low resolution format for easy download. Keep easy-read, but exclude/minimise other images. Ensure one weeks’ notice of despatch before meeting.

3) Would you agree to try these ideas?
**Table 1** - We are happy to try the new ways and see how it goes.

**Table 2** - Yes.

**Table 3** - Yes.

**Table 4** - Try for two meetings, then review.

**Table 5** - Don’t try / won’t know if they work – can change - all agree. Council Chair has a lot of say and power. Would get a response – power in people, need right people at Board.

**Table 6** – Yes.

4) Any other comments?

**Table 1** - Need a facilitator from the presentation team on each table to guide the discussion. This would make hearing people’s voices more equal and work towards better understanding.
Table 2 - How does the County Council value the Partnership Board? Use Traffic Lights System for Action Log – be accountable. Document on ‘wall’ with hard copy to be provided to members. Member’s roles and responsibilities – get to know people and get a better understanding of who is who. Mixed tables a good idea.

Table 3 - Not sure about points on the wall. Attendance seems to be very much North of Nottinghamshire with limited representation from all sectors, i.e. Councillors, Providers and Voluntary Sector, plus NHS. Could this meeting be permanently changed to a 10.30 am start?

Table 4 - Would suggest an electronic questionnaire to review / feedback on how meetings are going. Names badges to have who is who (Councillor, NHS, Carers, Providers).

Table 5 - Questions will change – more to forum and discussion.

Table 6 – Keep ‘Action Log’ in full - having progress sheets probably leads to risk of loss of follow-up. Who is monitoring? Every agenda to allow open forum to visit ‘burning issues.’

Adrian Hartley proposed that the next meeting is about ‘membership’ and to try new agenda format – agreement for this.
Wendy Adcock said a ‘thank you’ to the Working Group for all the hard work they have done.

Konrad Bakalarczyk introduced guests from Fountaindale School who were observing today’s meeting.

Tea Break

6. Laura Chambers
Autism Self-Assessment

Laura Chambers said she is a Commissioning Manager and she would like to tell you about the Autism Self-Assessment.

Laura went through her slide presentation.
Laura said she has gone through the report and picked out the key areas to talk about.

Laura said she will go through these now, unless people have already read the report and have prepared questions to ask instead?

You said you would like Laura to give an overview and she continued with her presentation.

Every year County Councils in England have to look at what they are doing to support people with autism and give themselves a score.

This is to check we are doing what the National Autism Plan says, this plan is called **Think Autism**

It has been 2 years since the last self-assessment was done.

This is the 4th report we have done since 2010.
The self-assessment was sent back to the Department of Health in November 2016.

There are 31 questions with a red, amber or green rating.

We answered:

- 9 – green
- 20 – amber
- 1 – red
- 1 - blank

This was an increase of 3% for greens, 8% for amber and a reduction of 14% for reds

**Planning**

We need to improve how we collect evidence of people that have an Autistic Spectrum Disorder diagnosis and we need to ask Health to give us their information on who has a diagnosis too.
We think 177 adults have an Autistic Spectrum Disorder in Notts and that 143 are eligible for ASCHPP support.

We make sure we talk to people with autism and their carers to ensure they help shape our plans for services and developments, but we could do better to engage more people and to do it in a better way.

We have started to tell lots of staff about what it means to have autism but we need to do more to help other organisations to tell their staff.

We also need to work harder to ensure that the council and other public services have made reasonable adjustments to make it easier for people with autism to access services.

We want to make sure all our services are accessible to all groups.
However, we need to check to make sure that there aren't specific needs for people over 65, women or Black Minority Ethnic group members with autism that are not being met.

Training

We have Autism Awareness training for frontline staff. At the moment there 204 of 338 who are trained.

All classroom based training is partly delivered by people with autism (experts by experience) and the e-learning training has been developed together with people who are experts by experience.

We now need to work with other organisations including District and Borough Councils, Clinical Commissioning Groups and the Criminal Justice Services to ensure their employees also complete the awareness training.

NHS led Diagnosis

We have a diagnostic pathway where GPs refer people to the Mental Health trust for psychiatric assessments and diagnosis.
A new pathway is being designed where Health and Social Care services work more closely together and the pathway is smoother for people using it.

The new pathway will allow better monitoring of the number of diagnoses received and the care assessments and therapeutic support people get.

We are able to offer people with or without a learning disability and autism access to appropriately adjusted psychology support; Speech and language therapy; occupational therapy; and Clinical psychology.

We are improving checks as part of the diagnostic pathway that will guide future decisions about the amounts of capacity needed and whether changes are needed for services to meet the needs of people with autism.

We are developing a crisis intervention service for people with autism without a learning disability
Care and Support

We have a single point of contact through the Customer Contact Centre where people with autism can get information and sign-posting to support and services.

All our advisors have been trained in autism awareness. On nottshelpyourself there is also a section just about autism.

The Website and Customer Services support all levels of need, not just those people that meet Social Care eligibility.

The provider of advocacy support across Nottinghamshire make sure that all their advocates are trained in autism awareness and get more detailed training in autism.

Nottinghamshire County Council should offer carers an assessment along-side the assessment for the one they care for.
The assessment can be face-to-face, over the telephone or on-line.

However, information from case studies seem to show this does not always happen.

Housing and Accommodation

We need to do more work to give District Council Housing officers better skills in autism awareness.

District Councils say they are working towards making sure that they think about the housing needs of people with autism as part of their individual housing plans.
Employment

The Council’s employment support service is very successful in supporting adults with autism into ‘work like’ activity.

The transition team use an assessment that looks at work and employment needs along with on-going learning needs to support people into on-going, meaningful activity.

Innovations/new things being tried in Nottinghamshire:

• Supporting the development of Autism R Us a social enterprise.

• Asperger’s team have begun community clinics.

• Mental Health Co-production community network model.
As part of the preparation for filling in the Autism self-Assessment, we spoke with:

- Carers of adults with autism
- Carers of young people going through transitions with autism
- People with autism and a learning disability
- People with autism without a learning disability

What people with autism and their carers said:

Services are good once you get them but it is sometimes difficult to access, either due to a difficult pathway, or physical challenges to do with the environment. For example; a noisy GP waiting room with poorly laid out furniture makes things worse for someone who is hyper-sensitive.

Carers of people going through transitions did not feel that they received enough information and guidance or that the pathway between Children and Family Services and Adult Social Care was clear. There were too many different teams to speak to and the different staff needed to know more about the options available.
Carers of adults with autism and learning disability felt that the carers’ respite service is a good idea, but that the third sector providers had a high staff/volunteer turn over so you didn’t get the same staff. Also, it was hard to initially get the arrangements in place.

Everyone that spoke about the i-work team felt that the service was very effective and gave good support.

Laura Chambers asked if you had any questions.

Questions

Adrian Hartley mentioned the ‘Health’ self-assessment and that they take the information and write a plan. Adrian asked if we are going to write a plan.

Laura Chambers said, yes, we will find the areas where improvement is needed to move forward.
We will look at the Government guidance to see what they say about ‘musts do’s and should do’s’ to help improve services.

Dianne Neal mentioned Housing and District Councils that were in the Self-Assessment and that webpage references to the District Councils were not in the assessment.

Laura said links to website pages to documents were not provided to us by the District Councils.

Dianne Neal asked if we are in each District’s plan.

Laura Chambers said no.
Wendy Adcock mentioned training 204 front-line staff being trained out of 338, which work areas are these staff from?

Laura Chambers said Social Workers and Community Care Officers are the main people who have done the training.

Wendy mentioned there was nothing about young carers around referrals for children under 18 years of age whose brothers or sisters have autism.

Laura said the Self-Assessment is only about people 18 years and above, it does not look at people who are younger.

Neil Pike mentioned the diagnosis pathway and asked if it is linked to the children’s pathway as it feels like it does not link in very well?
Laura said the focus is on adults, but we are very aware there is a pathway for children.

Laura talked about the need to think about the children’s pathway and making sure we don’t look at the adult’s pathway on its own.

Neil Pike mentioned that there are far more children diagnosed than adults.

Ellen Kinsley said she would agree with this and children are more likely to be diagnosed at an early age.

Marek Melges mentioned Section 6 – Care & Support – and asked how we can say this is green when the pathway is not linked very well with the children’s pathway.

Laura said the questions are very specific and the answer we gave put us in the green area. But, that does not mean that we do not know we could make improvements in areas that fall outside of the questions we were asked.
Samantha Collingham mentioned we need to think about Providers and said that if we are going to make improvements, Providers need to be included in expanding service provision. Samantha said provider services need to be able to provide the staff with the rights skills.

Laura Chambers said we have looked at Older Adult’s teams and said she welcomes help from Providers and said we should talk about this outside of the Board.

Kieran a pupil from Fountaingdale School said he finds the meeting very interesting.

Zoe a pupil from Fountaingdale School asked if we support adults with a physical disability.

Laura Chambers said that we work out people’s needs and then help to make things better. If a person with a physical disability with autism then the report includes them as well.
Dominic from Fountaindale School said, yes.

Christopher Belcher mentioned assessments being amber and how can we get them to green.

Laura Chambers said we will look at these areas and plan how we can move them to green.

John Parrott asked how much was Autism East Midlands involved providing information for the report.

Laura Chambers said information was mainly gathered through social work staff. We need to ensure we have on-going talks throughout the year with Providers and service users.
Laura said the assessment questions focused on what Nottinghamshire County Council is doing.

Laura said it is about what we have to do (statutory duty) and the questions didn’t really ask to include partners.

Laura said we did the best we could in the time we had.

We know we need to work in partnership to support people with autism in Nottinghamshire.

Laura said we know the self-assessment process is not as good as it should be.

John Parrot said the time given to do the assessment was not good enough (6 weeks).
Laura said we did the best we could and will make sure next year we do a better job.

Marie McGahey mentioned the figure of 177 people being identified as having an autistic spectrum disorder in Nottinghamshire and said that there must be more people.

Laura said, yes, there will be more people than this.

Laura said thank you for feedback and she looks forward to telling the Board how we are doing in 12 months’ time.

Short Breaks (Respite Care)

Jan Harding talked about only 2 short breaks units left in the County for autism. Jan said the number of night’s are being reduced or stopped.
Jan said that availability for short breaks for 2017 to 2018 has been out since October. People having new carers assessments are finding the number of nights offered is going down and, for some, by half.

Jan said lots of people are appealing to get the number of nights offered changed and lots of families are affected.

Jan talked about how it causes problems for people putting deposits down for holidays without knowing if they will get the short break for the person they care for.

Ainsley MacDonnell said she is aware of the problems caused by the changes to short breaks. Ainsley said there was a Policy change in 2014 and this is starting to change people’s service, but not everyone is getting fewer nights.

Jan said lots of people are devastated at these changes and Nottinghamshire County Council doesn’t have enough funding to support everyone’s needs.
Ainsley said funding is like having one cake and we are trying to slice it in so many different ways. We can't carry on in the same way as before, there isn't enough funding.

Ainsley said she is aware of appeals and short breaks nights being lost.

Ainsley mentioned there are other services people are accessing and are also taking out direct payments.

Ainsley said it has taken sometime for the Policy change in 2014 to be felt and now people are being affected.

Ainsley said if the group at Holles Street are particularly affected by these changes, we can have a separate meeting.

Jan said, yes, there is a meeting on 11th January 2017.
7. **Paul Stafford**  
**Changes to Benefits**

Paul Stafford introduced himself and said he is a Senior Benefits Advisor working for Nottinghamshire County Council.

Paul said he wanted to give you an update on Universal Credit Support and support to make claims using the internet.

Jan said there are people with specific equipment at home that need to access the same specific equipment when they are in short breaks units.

Jan talked about her experience with her son around safeguarding issues and said lots of people have similar problem.

Ainsley said for Jan to let her know details of 11th January 2017 meeting.
Paul went through his slide presentation and talked about:

- How the new benefit will be started across the country
- What this would mean for people on benefits
- The main issues and problems people will face.
- What Universal Credit is going to replace

The new Universal Credit benefit will bring together lots of different benefits into one payment. These benefits are:

- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Income based Jobseekers Allowance
- Income related Employment & Support Allowance
Paul talked about problems the Department of Work and Pensions (DWP) were having with the computer system. There are big delays for new claimants and people whose circumstances have changed.

The dates for new claimants going onto Universal Credit are:

- December 2017     Bassetlaw
- February 2018     Newark and Sherwood
- May 2018          Mansfield
- June 2018         Rushcliffe
- July 2018         Broxtowe / Gedling
- August 2018       Ashfield

Paul said ‘existing’ claimants will move over starting in July 2019:

Paul said that the delay will give us extra time to think about how the plan will affect people.

Paul said that we need to spend the extra time we have to think about how we can meet these challenges.

Paul said he would welcome your views and support on how we might do this.
Paul said there will need to be computers available and the staff able to support people with the benefit claims.

Paul said claims will have to be made on-line and also managed on-line.

People will need support with managing claims.

We will also need to find out what budgeting help will be needed when people are paid their benefits monthly.

Paul said that there are 2 questions to think about:

1) Information Technology - smart phones and tablets are not suitable to fill out the long forms needed to make a claim. People need to use and have access to computers.
Lots of people do not have a computer and places such as libraries are closing, they are open less hours and not suitable for people to take lots of confidential information with them. They are a public place. Paul said that places generally do not have any secure booths to use.

Paul asked for people to look at what is available in their area and to let him know.

Paul asked you to feedback any ideas and any thoughts on how and what we can do.

2) Support for people to budget. People will start to have a large amount of money at the beginning of the month because all their benefits will be paid as one lump sum.

There are worries about people spending this on things it should not be used for and ending up without enough money to pay important bills.

Paul asked if you had any questions.
Questions

Samantha Collingham mentioned budgeting and concerns about help being available. Samantha asked how we are going to look at who needs help and also look at if there are enough people to help.

Paul Stafford said this is clearly a problem. People will need help and need the support of others, e.g. Voluntary Sector.

Paul said the computer system it is not designed to deal with couples and people with children. It is still being tested.

Julie Hartley mentioned lots of things going on-line and not everyone has the internet.
Paul Stafford said everything is moving on-line and this is okay as long as you have the skills, internet service and a computer.

Paul said where Universal Credit is being tried there are a lot of vulnerable adults struggling with the monthly payments.

Adrian Hartley said, is this discriminatory? Surely a system should be in place that allows everyone who needs to use it, can access it. Should this include phone and face to face?

Paul Stafford said I don’t know if they can legally just have everything online. Paul said Universal Credit is already out there for single and non-household claimants.

Jan Harding said how forms are written is not good.
Paul Stafford said with the Personal Independence Payment form the paper version is different to the online version.

Councillor Yvonne Woodhead mentioned Government Offices, like Job Centre Plus, and whether these will be available to help.

Paul Stafford said Job Centre Plus is saying people can go there, but again they are public offices and people would still need to do this themselves.

Paul said Department for Work and Pensions is talking to District and Borough Councils.

Paul said people need to talk to local Members of Parliament as they are there to represent people and need to know these issues.
Paul Stafford said maybe it is something the Board needs to be doing.

Julie Hartley gave an example of receiving a 20 page claim form and having to spend 55 minutes on the phone to ask a question that just took 20 seconds to answer. It is frustrating to be spending that amount of time and money on a phone call.

Paul said even sending letters to the Department for Works and Pensions is difficult and a big worry.

Paul said there are other problems. It is taking too long to sort out benefits and housing providers and landlords are not always able to wait for benefits to be sorted.

Julie Hartley said people are being asked time and time again to do things they cannot do and it is depressing.
Paul said there is a case where colleagues had helped an individual and the report that came back did not look anything like what had been said and sent in.

Paul Stafford said for people to challenge decisions and appeal.

Dianne Neal asked about Attendance Allowance and the proposal for Councils to manage this money as part of its budget.

Paul Stafford said he is aware of this and lots of Councils do not agree with this idea. Hopefully the Government will change their mind.

Laura Chambers mentioned the 6 benefits and said if one is revised, will it remain the same when they move to Universal Credit?

Paul Stafford said if one changes, all will change – move across.
Paul said it is difficult for computer systems and for people doing the office work. There are also problems with merging the paper work together.

Paul said people could lose benefits for a period of time while this is being sorted.

Gary Watt mentioned the Equalities Act and Accessible Information Standards and how this should affect what the Department of Work and Pensions have to do to support people to make a claim.

Paul Stafford said this is a good point.

Jan Harding asked if the Partnership Board can write to them.
Paul Stafford said, yes, it would be worth putting concerns together and writing to all Members of Parliament in the County to make them aware.

Following discussion, Konrad Bakalarczyk asked if the Carers Group could draft a letter in their next meeting? Carers to confirm this.

Service User Questions and Carers Questions

There were no Service User questions.

Adrian Hartley gave details of the Carers questions.
1) Carers often experience difficulty when trying to communicate with the County Council, whether by email or telephone. Has Nottinghamshire County Council considered the impact of the current communication systems on their customers?

2) The organisations that commission and provide Health & Social Care services across Nottingham City and Nottinghamshire County have published their joint five year Sustainability and Transformation Plan.

   Especially after Death by indifference, Winterbourne View, Mid Staffordshire and the Francis report, why has the Partnership Board not been included in the wide-spread consultations leading to this collective plan of how local services will work to improve the quality of care, for the Learning Disability and Autism population’s health and manage finances across the system?

Alyson Fisk mentioned Council Tax being raised to cover Adult Social Care and asked the Board if we can have a report back as to where money will go or be ring-fenced.

Konrad thanked people for their questions and said we will pass them onto the most appropriate person or team and report back to members.
Open Forum

Sally Dore talked to you about a consultation regarding Funding for IVF Treatment and said there is a document on your tables containing full details.

Sally said the NHS funds treatment and there are 4 options being consulted on and to look at page 10 on how to get your views into the consultation.

Closing date for responses: Friday, 13th January 2017.

Sally said there is a consultation event tomorrow, 14th December, at the Holy Trinity Community Centre on Boundary Road, Newark between 1.00 pm to 3.00 pm.

Councillor Yvonne Woodhead closed the meeting at this point and wished you all a very Happy Christmas and New Year.

Councillor Yvonne Woodhead said we will pass on to Eddie that he has been missed at today's meeting.

Councillor Yvonne Woodhead wished everyone a safe journey home.
Dates for Meetings in 2017:

Thursday, 26th January 2017  
Tuesday, 28th March 2017  
Thursday, 18th May 2017  
Thursday, 20th July 2017  
Thursday, 21st September 2017  
Thursday, 30th November 2017

All meetings will take place in the Champions Suite, Everyday Champions Centre, Jessop Close, Brunel Close, Newark, NG24 2ER from 10 am until 12.30 pm.

The website is at:
http://www.everydaychampionscentre.org.uk/newark

Meetings are public so anyone can come along and see what we do.

For more information about the Partnership Board please visit our website at:
www.nottscountypb.org