

User Group Meeting Minutes 10th September 2008

Guests - Yvette Fowles (Direct Payments Finance Officer, Lambeth)
Jim Heron (Commissioning Officer Disability and Older Persons, Lambeth)
Annette Ramsey (Children with Disabilities Team (CWD))
Francis Harry (Direct Payments Officer, CWD)
Diane Scott (Sutton Centre for Independent Living and Learning (SCILL))
Margaret welcomed everyone to the meeting and thanked everyone for attending.

Minutes of User Group Meeting on 11th June 2008

- The self-directed support event took place and was well attended by service users, a lot of whom said that they wanted to be involved in developments. Peter Beresford will be writing the report for the event; the report will be available to all.
- Francis Harry will be replacing Maxine in the CWD Team.
- The ideas for the user guide have been taken back to the DP Network. The DP Network is a group of Lambeth Officers and other voluntary sector organisations and service users. It is a sub group of the Disabilities Partnership Board.
- Margaret has also spoken to Jamie Nevin the new Personalising Services Director about the User Guide. He is happy for Margaret to put some ideas together based on the feed back from the User Group.

Developments in Lambeth

- Lambeth still intend to recruit a DP Manager, Jamie Nevin is looking at how the department is going to be shaped in light of Individual Budgets.
- The User Guide is taking longer than anticipated, but work is being done on it
- Monitoring is being looked at and how it can be simplified so that everybody can use the same format. Participants agreed that making monitoring easier would be good.

DP Queries

- It was asked when are the DP rates increased. They also found this very confusing about how to put the increase in place and would need it broken down? Yvette said that the rates are increased in April and she can provide a break down of the rates.
- One participant said that support with recruitment from DASL is invaluable.
- One participant is using an agency through DP's and is not satisfied with their services. Another participant advised that they have the power to speak to the agency and if they are not providing the service needed to let them go.
- If you move from one borough to another you need to inform the new local authority that you have moved to who will liaise with Lambeth. Lambeth will continue to provide services until the new Local authority has completed your assessment.
- It was asked what advocacy there is in Lambeth - there is currently no official advocacy for people with physical disabilities. This is something that Jamie needs to look into.
- If you do not agree with the hours on your care plan you can ask for a review.

Individual Budgets (IB's)

- Margaret explained IB's, you carry out a self-assessment of your needs, you are then given a sum of money for the year and you write your own support plan proposing how to spend

the money, this then has to be agreed by your Social Worker. IB's are being used by adults with learning disabilities in Lambeth at the moment.

- Jamie is looking at IBs in Lambeth at the moment. The idea is to roll them out across all client groups but this involves system changes.
- Participants at the meeting agreed that it would be a good idea to set up a day about IBs where people can find out more and ask questions.
- It was asked if DP's will turn into IBs? DP's will not be replaced by IB's, they are both part of Personalised Services. The idea is to make services responsive to users needs.
- It is intended that IBs include funding from education, health and housing. This is going to take a long time to develop as each service has different eligibility criteria.
- The rationale is that if you have some control over the money you will use it more wisely and get better results.
- DASL are keen to support Users to be involved in making decisions about how this can all happen. It is the biggest change in Social Care for 50 years but still people don't know about it.
- Individuals can negotiate and contract with providers for services through IB's

Peer Support

- DASL are happy to provide a room and refreshments for those who are interested in meeting.
- From the questionnaires that we received back the message was that people want to talk and share views
- A participant suggested sharing ideas on the Internet but not everyone has access to the Internet. DASL does have a website that could be used for peer support
- DASL also publishes the Mole newsletter and a page in the Mole could also be used. Membership to DASL is free and all members receive the Mole.
- A participant said that the Council always asks for people's views but nothing ever gets done. They were also worried about people who do not have a voice. Talking is good but we need action.
- It was suggested that a sub group before the User Group meeting would be a good time for users to meet. Margaret is going to provide a room before the next User Group meeting for users to meet.
- It was also suggested that families could be involved as they don't always understand and try to take over sometimes.

Sutton Centre For Independent Living and Learning (SCILL) - Diane

- They provide payroll services to support individuals as employers
- They charge £12 per month of each PA that they do the payroll for.
- They will do your end of year returns to the Inland Revenue
- They provide a third party service for DP clients as well. This involves SCILL receiving and financially managing your DP money on your behalf. The money cannot be touched unless you give permission. They will also provide quarterly returns to Lambeth on your behalf.
- If a provider that you are using is self-employed then they need to prove this to you. The Inland Revenue do not see PA's as self-employed.
- SCILL can also pay invoices for you if using the third party service.
- If people are interested in using the services that SCILL provide then you can talk to a member of the DP Team.