

## West Lancashire Partnership Board for Older People

### Meeting held 27<sup>th</sup> November 2009

<b>PRESENT:</b>	<b>Dr Alex McMinn</b>	<b>Chair</b>
	<b>Ann Fitzpatrick</b>	<b>LCC – Commissioning Manager</b>
	<b>Julia Shields</b>	<b>Age Concern</b>
	<b>Margaret Park</b>	<b>U3A - Upholland</b>
	<b>Darren Jones</b>	<b>Contracts Manager LCC</b>
	<b>Mandy Naylor</b>	<b>Help Direct</b>
	<b>Rachel Walker</b>	<b>Lancashire Fire &amp; Rescue Service</b>
	<b>John Stanley</b>	<b>Burscough U3A</b>
	<b>James Bevan</b>	<b>West Lancashire Pensioners Forum</b>
	<b>Jim Burgess</b>	<b>West Lancashire Pensioners Forum</b>
	<b>Hazel Allen</b>	<b>West Lancs CVS</b>
	<b>Cllr May Blake</b>	<b>West Lancs Borough Council</b>
	<b>Pete Johnson</b>	<b>Welfare Rights</b>
	<b>Aidan Murphy</b>	<b>LCC - LAA</b>
	<b>Glenn Harrison</b>	<b>NHS Central Lancs</b>
	<b>David Hudson</b>	<b>Age Concern Lancs</b>
	<b>Ray Brookfield</b>	<b>West Lancashire Pensioners Forum</b>
	<b>Tracey Jardine</b>	<b>LCC</b>
	<b>Louisa Blundell</b>	<b>West Lancs Borough Council</b>
	<b>Pat Roberts</b>	<b>U3A – Aughton/Ormskirk</b>
	<b>Karen Thornhill</b>	<b>Minute Taker</b>

#### **1. Apologies**

Apologies were received as follows:-

Richard Ford	Age Concern
Evelyn Clarkson	DWP
Steve Sylvester	LCC
Cllr Malcolm Barron	Lancashire County Council

#### **2. Minutes of last meeting and matters arising**

Alex McMinn welcomed everyone to the meeting and introductions were made.

The minutes of the last meeting were agreed as accurate.

West Lancashire Pensioners Forum raised the issue of free Transport for the older people of West Lancashire and asked if Cllr Blake had the figures she had been asked to supply at the last meeting. Cllr Blake confirmed that West Lancs Borough Council had been in correspondence with the Pensioners

Forum regarding this matter. Louisa Blundell suggested that she and Cllr Blake discuss this matter together and provide a response to the Pensioners Forum.

### **3. LAA reporting – Aidan Murphy**

Alex welcomed Aidan Murphy to the meeting and explained that the LAA (Local Area Agreement) is a 3 year agreement between Local and Central Government. Parties commit to sustaining the community via an Action Plan. The Older Peoples Partnership Board is concerned with the long term vision for older people as detailed in the Strategy for an Ageing Population. By 2011 it will be necessary to show that the LAA is achieving its objectives. Every 6 months the Partnership Board reports to the Executive Board along with the other groups; Health & Wellbeing, Community Safety, People & Communities, Children & Young People, Economic Development and Environment.

A number of officers are involved in supporting the Board to deliver these objectives.

Aidan handed out a poster with information on Ambition Lancashire and the LAA. He explained that Central Government had issued a list of 198 indicators out of which 35 had to be chosen to measure success in Lancashire. Every 6 months reports on 'How well are the theme's outcomes and improvements being delivered?' and 'What are the prospects for the future' are requested. A document entitled 'The West Lancs Action Plan Spatial Footprint Comments' for the 2009/2010 half year had been previously circulated to members of the Board. Aidan collates and reports on the information from the whole of Lancashire, including data to back up work being done around the indicators. This information ultimately feeds into a report to the Audit Commission – Complex Area Assessment.

Ray Brookfield asked about the figure for average earnings mentioned in indicator N166 – 'Average earnings of employees in the area', under the Economic Development theme. He advised that pensioners in Great Britain currently only receive 17% average earnings in contrast to the 40% average earnings received by pensioners in Europe. Tracey Jardine agreed to provide information on average earnings.

Glenn asked how Older People targets such as NI 137 'Health Life Expectancy at age 65' link and combine with other areas. Aidan explained that the different group leads are encouraged to discuss and link up issues from other areas.

Ann advised that she had attended a meeting this morning regarding the Joint Strategic Needs Assessment and this had been looking at linking Housing and Health & Wellbeing issues together in an attempt to join up work on life expectancy. Tracey and Ann will feedback to the Board regarding what is being done between groups as there is a lot of work going on.

Jim Bevan pointed out that economic issues such as the lack of a decent pension impact on the number of deaths in older people especially in the winter when they are forced to choose between heating their homes or buying food. Ann advised that income was another issue that had been discussed this morning.

#### **4. Proposed changes to the Action Plan Format – Julia Shields Age Concern**

Julia explained that work had been going on to improve the Action Plan to make it clearer and easier to read. She handed out a sample new 'easy read' Action Plan that is used in South Ribble. It was agreed that this is easier to read and understand.

There will also be a fuller version of the action plan that Julia will work on with members of the Board showing the National Indicators and how targets are being met.

The new format was agreed in principle but any comments can be forwarded to Julia Shields or Karen Thornhill in the next 2 weeks.

#### **5. Consultation on the Action Plan**

Julia asked whether anyone had any information regarding Item B2 on the action plan; 'To consider the creation of an older people's employment bureau in the area'. Louisa suggested that, as this links with another Thematic Group, the Partnership Board should raise it with them.

Alex mentioned a project being carried out by Chester University creating a register of members of older people's groups who are interested in consultancy or part time work.

Rachel Walker advised that she will report back in January on item J3 on the Action Plan 'To provide Home Fire Safety Checks' to advise how many referrals have been received for people over 65. She asked if targets could then be set for members of the Board to generate referrals. This was agreed.

#### **6. Dignity presentation - Darren Jones, Contracts Manager Central Lancs**

Darren explained that he was attending in place of Sue Porter who was unable to attend this afternoon.

He handed out some information regarding the Dignity in Care Charter and explained that this is a joint initiative between Lancashire County Council and

the Lancashire 'Social Care Partnership', consisting of the Lancashire Care Association and the UKHCA (Lancashire Forum) – representing the providers of social care in Lancashire. The charter was produced in 2008 as part of a discussion regarding fee levels and Providers were given access to the document when it was still in draft form. Most Providers have signed up to the Charter and receive additional fees for doing so as follows:

£4.00 per week per resident for Residential Homes  
£5.00 per week per resident for Nursing Homes &  
1.5% (12p per hour) for Domiciliary Care.

In addition to this increase in fees they are also given software and internet access to assist with staff training.

The small number who haven't yet signed up are contacted so that this can be discussed.

Contracts visit each registered residential home at least annually. Every person receiving care from Lancashire County Council is now given a questionnaire to complete, rather than a random selection as previously. Information received so far has been very positive. Out of 5,000 questionnaires sent out, 51% were returned and of those 96% agreed/strongly agreed that they were treated with dignity and respect by care workers. If any issues are raised Contracts staff will visit /telephone personally to resolve these and will visit more often if there are frequent concerns or any safeguarding issues. They would also be aware if there was a lower than average return of questionnaires from a particular home and would investigate this.

Ray mentioned the issue of unpaid carers not being mentioned in the Charter and the lack of resources available to them. Darren explained that there is a separate Carers Team at Contracts and a questionnaire will be going out to carers in a home setting in the future.

Alex had some information regarding Dignity Champions which will be forwarded to members of the Board.

## **7. Benefits Presentation – Peter Johnson Welfare Rights**

Pete explained that Welfare Rights is a County wide service consisting of 7 teams, one of which is at Skelmersdale Library Building. Their objective is to provide free, confidential information regarding benefits to maximise income. A large proportion of enquiries are from people over 60 years. Benefits change when people reach the age of 60. Peter spoke about Pension Credit which replaces Income Support for this age group and the two Disability Benefits – Disability Living Allowance and Attendance Allowance. Leaflets were handed out containing information about these benefits.

Information is currently available in West Lancashire by appointment at an office base, on telephone advice sessions held 3 half days per week, at outreach stations at Banks, Burscough and Ormskirk and also home visits can be arranged for those who are housebound or have transport issues. There is currently a waiting list for appointments.

From the end of January, calls to Welfare Rights will be answered by a call centre between 10 am and 4 pm 5 days a week and there will be one number for the whole of the County.

Pete advised that in the 12 months leading up to April 2008, Welfare Rights generated £20 million worth of income in unclaimed benefits across Lancashire.

## **8. Feedback from Pensioners Forum**

The issue of free travel was raised and Jim Burgess asked that the following information be minuted:

West Lancs Borough Council received a total of £1,150,000, consisting of £900,000 in 2008 and £250,000 in 2009.

8,000 people don't take up the offer of free travel which means that £224,000 is unclaimed.

The Pensioners Forum want to know where this money has gone.

It was agreed that this is an issue for the Borough Council to address rather than the Partnership Board. As previously agreed Louisa Blundell and Cllr Blake will discuss and report back to the Pensioners Forum.

## **9. Feedback from Central Lancs Planning & Commissioning Strategy Group – Glenn Harrison**

Glenn asked whether anyone would be willing to attend meetings of this group if Alex was unable to attend. Meetings are held every quarter and anyone interested should contact Glenn.

## **10. Consultation events with users/carers on dementia care services – Glenn Harrison**

Glenn advised that a Dementia Commissioning Strategy is being developed for Central Lancashire to raise the profile of needs in this area. At present 700,000 people suffer from dementia in the United Kingdom plus those without a diagnosis. 1 in 20 people over 65 have dementia and 1 in 5 of those over 85.

A series of 5 inter-linked workshops is to be held on dementia commencing in January for professionals from health, social care and the voluntary sector along with users of services and carers. It is hoped that 20% of attendees will

be service users or carers. All 5 workshops should be attended if possible. The workshops are to help to plan for services to better meet the needs of people with dementia and their carers over the next 10 – 15 years. The workshops will be held in Leyland and help with transport will be available.

Further information regarding the workshops will be circulated to members of the Board. Anybody interested can contact either Glenn or Amy Reeves, whose contact details are on the information sheet.

## **11. Grant Funding and bidding rounds**

### **i) LPSA funds**

Ann gave updates on the funds from last year.

Age Concern had received and spent £34,000 allocated for the West Lancs Footcare Service which has now been taken over by the PCT and £1,000 for the Falls Awareness Day.

The Happy Days Project had received and spent £1,000. 9 volunteers participated in the scheme working with 20 service users.

Louisa reported that 'Community Connections' would have been set up at the same time as Help Direct and did not therefore go ahead as planned. The allocated funds of £10,000 were not issued or spent.

A report from Dave Hall at West Lancs Borough Council confirmed that The Gardening Service for vulnerable older applicants had been allocated £10,000. The scheme started on 1<sup>st</sup> November 2007 and will finish on 31<sup>st</sup> March 2010. A total of £4,647 has been spent and a further £1,010 committed. Other projects are planned and the full amount allocated will be used by April 2010. Twelve Gardening Service 'jobs' have been completed and 5 are pending.

### **ii) HIA**

Funds allocated for the Home Improvement Agency and Handyman Service from the LPSA have not been spent and a decision is being made as to whether they will be going ahead. The Handyperson service run by Help the Aged was originally set up by Steve Sylvester working with the Locality Manager, but Steve no longer has any direct responsibility for the service. The future of Home Improvement Agency services across Lancashire is under review and the draft report is out for consultation until the 4<sup>th</sup> January 2010. The document can be found on the LCC website by following this link:-

[http://www3.lancashire.gov.uk/corporate/web/?Home\\_Improvement\\_Agency](http://www3.lancashire.gov.uk/corporate/web/?Home_Improvement_Agency)

A meeting is to be held with West Lancs Borough Council on the 17<sup>th</sup> December to find out whether they intend to follow the recommendations

made and to look again at using existing funding to establish a HIA service in West Lancashire.

Ann advised that she is hoping to meet with the Head of Housing at West Lancs Borough Council along with Steve Sylvester

There is concern that any unallocated funds, approximately £28,000, may be vulnerable in the present financial climate.

This item will remain on the agenda for the next meeting.

## **12. Help Direct Small Sparks Fund – Mandy Naylor**

Mandy gave out some information regarding the Small Sparks fund which is now open for funding bids. Application forms will be sent out on request.

Amounts between £50 - £500 are available for community project start ups. The panel will meet monthly to consider bids and feedback will be provided if unsuccessful. An amount of £25,000 in total is available next year.

The information sheet will be circulated to Board members.

## **13. Any other business**

Hazel advised that she would not be attending any more meetings of the Partnership Board but another representative of West Lancs CVS would attend.

Louisa advised that the Borough Council is now using Twitter and is working with U3A to pilot this for older people. If any other groups wish to be involved they can contact Louisa. Further information will be available regarding this in the near future.

Tracey asked that the Lancashire Local West Lancashire Committee be put on the agenda for the next meeting.

## **14. Date and time of next meetings:**

Meeting set for Friday 22<sup>nd</sup> January has been rescheduled and will now take place on:

**Wednesday 20<sup>th</sup> January 2010 at 2pm at West Lancs Borough Council.**

Friday 26<sup>th</sup> March 2010

Thursday 27<sup>th</sup> May 2010

Friday 23<sup>rd</sup> July 2010