EAST KENT LOCAL PROVIDER FORUM
MINUTES - TUESDAY 15 JULY 2008, 10 AM
PAFFARD COURT, STURRY

Attendance

Rachel Holliday (Chairperson)  Porchlight
Carole Kyle  Stonham
Rory Batts  Stonham
Mary Harding  Stonham
Justin Grant  Fire & Rescue
Lynda King  Canterbury Baptist Church
Sharon Cox  Mount Zeehan
Alison Jackson  Mount Zeehan
Tony Heffernan  Mencap
Janine Mepham  Canterbury City Council
Karen Loughrill  MCCH Society Ltd.
David James  Rethink
Karen Aristoeleous  Invicta Telecare
Jess Back  Porchlight
Moira Bibby  Dover/Deal ILS
Sue Fuller  People To People
Sandra Branchett  Casa Support
Karen Woolcott  Kenward Trust
Linda Potter  English Churches Housing
Julie Penfold  Deaf Services East Kent
Jacqueline McFarling  Deaf Services East Kent
Julie Baldwin  Palace Hotel Ltd.
William Baldwin  Palace Hotel Ltd.
Karen Skinner  Rainer Kent Housing
Emma Harkett  Rainer Kent Housing
Nikki Barnes  KCHT Moving Forward
Mandy Gower  Moat
Emily Bridges  Kent Supporting People
Robin Cahill (Minutes)  Kent Supporting People

Apologies

Andre Holder  Rainer Kent Housing
Lee Joyce  Casa Support
Helena Erikison  Casa Support
Annie McMillan  Deaf Services East Kent
Ann Davidson  Home Services UK
Paulyn Upton  East Kent Mencap
Ann Hopper  Hope
Steve Hickman-Brown  Kent Supporting People
1. Minutes of Last Meeting

Agreed as correct.

2. Guest speakers

Community Alcohol Service Presentation
Sharon Cox & Alison Jackson (Mount Zeehan)

This is a new 'tier two' service which was launched in December 2007. It is directed at those whose problems with alcohol are less entrenched, less severe and who may not yet be identifying themselves as having more intensive requirements of treatment.

The service will provide:

- Assessment and intervention with clients in venues close to their place of residence;
- The delivery of brief interventions to those whose alcohol problems are likely to respond effectively to briefer and less intensive forms of intervention;
- Support for those affected by the alcohol misuse of others (includes families);
- Support for those coming into contact with problem drinkers in non-specialist settings;
- Regular attendance at a variety of community based forums at which the matter of alcohol misuse and the impact on the community is likely to arise;
- Provision of information and education to individuals and groups wishing to enhance their capacity to respond to matters relating to alcohol misuse in the community;
- Directing appropriate clients towards longer term treatment where this is assessed as being necessary;
- Utilising all opportunities to improve screening processes to identify those for whom alcohol is starting to cause difficulties but who are not yet currently acknowledged as having alcohol problems;
- Assisting those clients who have previously received more intensive, specialist forms of help who will benefit from ongoing aftercare; and
- Support and identify clients who may require periods of in-patient or residential treatment.

This service is available for anyone aged 18 and over. They can refer themselves or via an agency or professional. The geographical area covered is Ashford, Canterbury & Coastal, Dover & Deal, Shepway, Swale, and Thanet. Contact via Mount Zeehan Office, Tel: 01227 761310 or via a series of 'drop-in centres' - details attached to these minutes.

Active Social Event For Learning Disability Presentation
Lynda King (Canterbury Baptist Church)

A new service directed to developing the social skills of people with a learning disability (18 year and over) is due to be launched in the Autumn of this year by the Baptist Church in Canterbury. The service will be held every Wednesday morning, 10 am till 12 noon, in the church hall. A maximum of thirty users from the local area can be accommodated. Police checked church volunteers will assist potential users of the service in such activities as craft work and music. There will be a small charge incurred by users accessing the service and as of yet there is no financial assistant in getting potential users to the scheme.
Lynda asked members of the Forum for ideas of activities which could enhance the service and would appreciate the sharing of best practice in existing similar schemes. Referrals to the service from agencies attending the Forum would certainly be welcome as would any assistance in advertising the scheme. Lynda is in the process of developing a poster which is attached to these minutes.

Lynda can be contacted for further information on this service via Tel: 01227 456204 or email: cbc.lynda@virgin.net.

Home Fire Safety Check Presentation
Justine Grant (Kent Fire & Rescue Service)

Kent Fire & Rescue are completing free Home Fire Safety Checks throughout Kent and are particularly targeting those who are deemed vulnerable in society. This service will include fire safety advice and if required the installation of free ten year smoke alarms.

As well as providing advise to individuals on a one-to-one basis Fire Safety Officers are only to happy to meet with groups i.e. in a residential setting. Referrals to the service can be direct from potential users or individuals/groups referred by their support agencies. All referrals should be made via the free 24 hour contact number: 0800 9237000.

The Fire Safety Team are keen to build on the good working liaison they have with the statutory services by expanding their links with care and support agencies. Therefore, they would welcome the opportunity to meet with members of the Forum and their client groups. Please contact Justine on her email – justine.grant@kent.fire-uk.org – to arrange a visit.

A question from the Forum enquired how a Fire Safety Office would deliver this service to an individual with a hearing disability. All Fire Safety Officers are currently receiving training in sign language and specialised vibrating smoke alarms are available as an alternative to standard alarms. Fire Safety Officers would also make sure that Deaf Services were kept informed on their contact with someone with a hearing impairment. Kent Fire & Rescue also have dedicated teams skilled in other languages which could be called upon.

Another question from the Forum was around accessing properties owned by landlords renting to vulnerable groups. Justine explained that Kent Fire & Rescue have no legal powers which grant them access to privately owned properties without the owners permission. However, she was keen to emphasise that should any members of the Forum have concerns about the fire safety of a privately owned property to notify the Fire Safety Team as a matter of course. Despite the lack of legal backing there are ‘means and ways’ to bring pressure on landlords etc., to update their fire safety.

3. Agree Terms Of Reference

The draft Terms of Reference, now incorporating the suggestion of a guest speaker slot, were agreed. Now that the Terms of Reference have been finalised they, along with the minutes of the Forum, will be included on the Kent Supporting People website.
4. Supporting People Update
Emily Bridges (Kent Supporting People)

Kevin Prior (Procurement & Commissioning Manager) and John Roach (Contracts & Finance Manager) will continue acting up in their respective roles for the foreseeable future. Emily will continue to take responsibility for Swale and Robin Cahill continue responsibility for Dartford & Gravesham. Two officers have been appointed to the Team, Lesley Manester is the new Contracts & Finance Assistant and Yozanne Pannell is the new Performance Monitoring Officer.

Emily reminded the Group that workbooks need to be completed and returned to Kent Supporting People by the 21 July 2008 for the previous quarter. Any provider failing to meet this date will be issued with a default notice. Please note to return workbooks promptly as no reminders will be issued.

The Supporting People Newsletter will be circulated to members of the Forum.

Action – To be enclosed with the minutes

5. Feedback from Executive Board of Providers & Core Strategy Development Group
Rachel Holliday (Chairperson, East Kent Local Provider Forum)

RH gave a handout (enclosed) explaining the roles of these groups. The Executive Board of Providers (EBP) is a meeting where the aim of the group is to actively and collaboratively influence the work of the Supporting People programme, to ensure providers views are heard and deliver a more focussed, proactive and strategic contribution to Supporting People. The group only has providers on it and the group discusses items on a strategic level in relation to the Supporting People programme. The East and West Kent Local Provider Forums chairpersons attend the EBP to feedback information.

The last EBP meeting had 15 attendees and discussed the following:

- Floating Support, more money being invested by Supporting People to elevate the waiting lists
- Supporting People’s Five Year Business Plan;
- Long-Term Housing Review; and
- Individualised Budgets

The forum had some discussion around floating support waiting lists – many providers said that sometimes when they get a referral, the client has been waiting so long, it is too late and they are no longer housed there. This is very frustrating.

Also the forum discussed individualized budgets as some providers had experience of this with care services. One provider said that one of her clients employed a personal assistant for care but then got into problems with tax and found the whole situation very stressful. RH said she would feedback our views to Supporting People about this and said there was an interesting article on this subject in Inside Housing last week – click on the link to read this [http://www.insidehousing.co.uk/story.aspx?storycode=6500212](http://www.insidehousing.co.uk/story.aspx?storycode=6500212)
Some providers stated concerns over how individualized budgets would work in supported housing – what happened if several service users wanted a different provider, would this mean job cuts? We all agreed we needed more info on this and will try and invite the person who spoke at West Kent Local Provider forum last time about this subject.

**Action**: Rachel Holliday to contact speaker

**The Core Strategy Development Group** (CSDG) is the group which leads on the development of strategy for the Supporting People programme and is made up of various representatives from Local Authorities, Probation, Youth Offending and Housing Associations. The Chairs of the EBP and the East & West Kent Local Provider Forums sit on the CSDG to represent all providers views. The group reports and provides recommendations to the Supporting People Commissioning Body.

The last CSDG discussed the following:

- Workbooks – some providers still not handing in on time
- Adult Protection
- Local Authority Agreements – the impact on Supporting People;
- Individualised Budgets – does it apply to Supporting People;
- Floating Support – individuals who have been on the waiting lists being difficult to track down;
- Outcome Forms – are they being completed? Yes; and
- Review of Long-Term Housing – Ute Vann talking to long-term services.

Rachel Holliday asked if all providers were aware that if there is an adult protection case within a Supporting People funded project, then Supporting People must be informed as well as Social Services. Not all providers aware of this but will pass this onto other staff.

The forum briefly discussed the outcomes forms – everyone filling them in but still wanting training on this. Emily is happy to arrange this.

**Action** – Emily Bridges to arrange provider training on the outcomes forms.

**6. Update On Service User Involvement**

Will Myers & Tristan Hodson (Service User Involvement Workers)

Will and Tristan gave a brief overview as to the purpose and function of their roles followed by a Q&A session. They have been in post since September 07 and are employed by Porchlight but carry out QAF assessments with Supporting People, talking to service users. In the year, they have carried out 28 QAFs. Both confirmed that service users had reacted really well to them when they realised that they were ex-users of Supporting People services. No matter how empathic M&R Officers are, they can be perceived as ‘the Inspectors’ by staff and service users alike, despite as stated above, the aim of working in partnership. It is probably fair to say that staff at the agencies reviewed by Will and Tristan were probably concerned about the way things would go, but were more than happy and reassured by the end of the reviews.
‘Reach Out’ is the name of the newsletter edited by Will & Tristan which is for service users. It is written by and for those who know homelessness and living within supported housing. The editors would welcome items from clients of the services represented at the Forum. To receive your hardcopy of the newsletter please write to either Will or Tristan at:

Reach Out
Fern Court
4 Leyburn Road
Dover
Kent  CT16 1SN

Or email: reachout@ekc.org.uk

Dave Webster (Porchlight), who manages Will & Tristan, runs a workshop for service users on ‘Involvement & Participation’. A simple request for the training and Dave will be happy to arrange a date to deliver the workshop. Please contact him via his email address: davewebster@ekc.org.uk.

In addition to the training provided by Dave Webster, Will also delivers a workshop on ‘Creative Writing’ for providers. Its aim is to teach the skills to support staff to them in-turn train service users to participate in how their service is run. Please contact Will via his email address for further details: willmyers@ekc.org.uk

7. Any Other Business

Rachel Holliday took on being the chairperson for the East Kent Local Provider Forum for one year only and this will end in October so a new chair will be needed from the January 09 meeting onwards for a year. If anyone is interested in doing this, please contact Rachel for more information on this role. The chairperson for the East Kent Local Provider Forum also attend the Executive Board of Providers and the Core Strategy Development Group.

Action - All

Rachel gave out some information from English Churches Housing Group about their project in Maidstone – Lily Smith House, which they wanted the group to know about.

8. Agenda for next meeting

James Lampert – ALFA: Self Directed Support Project Manager for Implementation – to be invited to talk at the next Forum on Direct Payments.

Action – Robin Cahill to provide contact details for James.

Also invite Dave Webster from Porchlight to discuss his service user involvement training. It was suggested that all providers bring along examples of good practice in service user involvement for the next meeting to share and discuss.

Action: Rachel to invite Dave to next meeting and all providers to bring along examples of service user involvement they have in their projects
9. Dates & Venues For Future Meetings
All meetings are from 10am to 12 noon

21st October 2008 - Sunny Corner (DDC), Dover, Aycliffe, Kent CT17 9EZ

27 January 2009, Rainer Kent Housing Service, Unit 9a - Invicta Business Centre, Ashford Market, Monument Way, Orbital Park, Ashford, Kent. TN24 0HB

28 April 2009, Casa Support, 60 Bell Road, Sittingbourne, ME10 4HE

28 July 2009, 10 am, Swalecliffe, (CCC), Longfield Court, Longfield Close, Swalecliffe

27 October 2009, 10 am, Porchlight, 18 – 19 Watling Street, Canterbury, CT1 2UA