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Notes of Decisions Taken and Action

Community Wellbeing Board

14 January 2009

Local Government House, Smith Square, London SW1P 3HZ at 11:30 am

Chair: Cllr David Rogers OBE (East Sussex CC/Lewes DC)
Vice-Chair: Cllr Gareth Barnard (Bracknell Forest)
Deputy Chair: Cllr David Beechey (Bridgnorth DC) and Cllr Susan Woodward (Staffordshire CC)

Members: Cllr Dawn Cousins (Isle of Wight UA), Cllr Richard Grant (Warwickshire CC), Cllr Brian Hood (Monmouthshire CC), Cllr Roger Lawrence (Wolverhampton MBC) and Cllr Shireen Ritchie (Kensington and Chelsea RB),.

Apologies: Cllr Pat Case (Lancashire CC), Cllr James Couchman (Oxfordshire CC), Cllr Rabi Martins (Watford BC) and Cllr Zoe Patrick (Oxfordshire CC) and Cllr Nargis Khan (Hackney).

Substitutes: Cllr Mary Aspinall (Plymouth City), Cllr Patricia Banks (Hampshire CC), Cllr Natalie Warriner MBE (Ryedale DC) and Cllr Sue Whitaker (Norfolk CC).

In attendance: Andrew Cozens and Robert Templeton (IDeA)
Deborah Klee and Cathie Williams (consultants)
Sue Gamblen (Leeds City Council)
Dawn Newsome (Armley Helping Hands)

Action by

1. **Later Life: National Indicator Set; Information, Advice and Advocacy services**

Trish O'Flynn, Senior Policy Consultant, introduced this item. She drew members' attention to paragraph 9 of the report which highlights issues for discussion.

Later Life Agenda

Deborah Klee explained that she had been commissioned by the LGA to undertake some work around local authority responses to the three new national indicators which relate to later life. A survey has been conducted and a draft report of the interim findings was circulated to members. The end result will be to produce a report

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on experience including good practice and barriers to achieving good outcomes for local people and a toolkit for authorities.

Case Study: Neighbourhood Networks in Leeds

Sue Gamblen, Commissioning Manager for Older People's Services at Leeds City Council, introduced members to the work of the Neighbourhood Networks in Leeds. She explained that there are 36 locally-based networks across Leeds, now providing city-wide coverage. They work to reduce the isolation of older people and increase their participation in the community. The networks are funded by the City Council, PCT and also each attract funding from a range of other sources. The networks vary in size, mainly according to length of time for which they have been running.

Dawn Newsome, Project Manager at Armley Helping Hands, gave some details of the work of her particular network. She explained that there is wide consultation with older people, so that services meet their needs and preferences. The network is engaged with the wider community, including local schools and businesses.

In response to questions from members, Sue and Dawn explained that the networks work closely with other voluntary organisations in the city, with referrals coming from organisations such as Age Concern as well as the council. They also clarified that while the networks are organised primarily along geographical lines, there are four city-wide BME groups.

Information, Advice and Advocacy (IAA)

Cathie Williams gave a presentation which presented the key findings of a study into the current positions of local authorities in relation to information, advocacy and advice (IAA) services, in the context of Putting People First. Authorities are on the whole 'working towards better IAA and a more strategic approach', but very few are there yet. However, she set out several examples of good practice.

Discussion: Delivery of IAA services

Members raised the following issues in the discussion which followed the three presentations:

- **Quality:** several members stressed the importance of ongoing contact following the initial request for information. This will increase confidence in the information or advice given. People should only be signposted on once and advisers should check

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back to ensure that there was a satisfactory outcome from the second source.

- **Fitness for purpose:** members highlighted the different needs of rural/urban communities, as well as communities of common cultures or interests, both in terms of services and access to IAA. It was suggested that parish councils could have a role to play in providing IAA services in rural areas. IAA services must operate at a level of technology that is accessible by all.
- **National/Local:** There was some discussion about the right place for providing IAA on a range of issues. Local authorities are best placed to provide information on the specific local services available. However, this could be achieved by groups of authorities working together and with reference to national sources of advice to maximise the resource available. There were some concerns about ensuring the accountability of advice provided at a national level, for example regarding financial advice. Members supported the development of some form of national accreditation scheme for IAA services.
- **Positive messages:** members stressed the importance of seeing older people as a resource and recognising the skills they can offer. IAA services should support people to live life to the full, not just to deal with social care problems. Members welcomed the approach of the Neighbourhood Networks in Leeds where older people are closely involved in the running of the projects.
- **Activities:** members considered the importance of ensuring that a wide range of activities are available for older people. In particular, the benefits of adult education were mentioned. Individual budgets will better allow older people to access activities of interest to them.
- **Safeguarding:** It was noted that adult safeguarding is starting to rise up the agenda. Members agreed that this must be built into everything that councils do and that staff working as the first point of contact in an authority need to have a good awareness of this issue. IAA services should be able to provide information about the quality of providers and also ensure safeguarding principles are inherent in the IAA services provided.
- **Dissemination of good practice:** In terms of IAA, Cathie Williams explained that models will be developed to support local authorities in developing this area of work, to support their delivery of Putting People First. Deborah Klee highlighted several examples of good practice more generally in older people's services which had been identified through her study.

Decisions/Actions:

- Officers will look at ways in which the characteristics of good national – local interaction can be shared with councils and how peer support can be put in place.

TOF/DK/MS

2. Adult Social Care: the Government's Green Paper and the LGA Fair Care Campaign

Anne McDonald, Programme Director, updated Members on the campaign. Lessons can be learnt from the success of the LGA's policing campaign, particularly regarding the importance of using the link between councillors and their MPs. She suggested developing a shortlist of about five key messages for councillors to lobby MPs on.

Members noted that the pressures of social care funding will be exacerbated by the current economic situation.

In response to a member's question, it was confirmed that the Health Bill was expected to allow for pilots of personal health budgets and including NHS funding in individual budgets.

Decisions/Actions:

- Members agreed that a short set of key points be developed and circulated to councillors for them to lobby their local MP. They asked that these simple messages be set out in such a way that they could also raise the profile of the funding issues addressed in the Social Care Green Paper among service users, carers and the wider public.
- Members agreed that LGA should be questioning officials on how their thinking on the Green Paper will be affected by the economic situation.

AM/MH

AM/MH

3. Other Business Report

Health Bill

Paul Ogden, Business Manager, updated members on the progress of the Health Bill explaining that the first reading would be on 15 January in the House of Lords and the second reading on 4 February.

Cllr Dawn Cousins drew Members attention to the recent Health Select Committee report recommending the improvement in the quality of management within the NHS if PCTs were to deliver the Next Stage Review.

Decision:

- The Board endorsed the outline LGA/LACORS line on the smoking prevalence reduction measures likely to be included in the Bill.

LGA Asylum and Refugee Task Group

Cllr Roger Lawrence, Task Group Chair, reported back on the Task Group's success regarding funding for unaccompanied asylum seeking children. The Board thanked Cllr Lawrence and Officers for their work on this. Cllr Lawrence also informed members that Phil Woolas MP, the Immigration Minister, would be attending the Task Group meeting on the following day.

Closing or changing care services

Cllr Susan Woodward commented that, despite the political consensus around personalisation, local authorities are facing considerable challenges in closing or changing existing services. Based on her suggestion, LGA and ADASS will be developing good practice guidance on how to manage this process.

It was suggested that a toolkit would be most useful, but that specific examples should be kept anonymous.

IDeA

Andrew Cozens informed members that the Director of Adult Services at the Isle of Wight had undertaken a successful peer review in Northamptonshire relating to adult safeguarding. Cllr Dawn Cousins added that the Isle of Wight had also benefited greatly from this exercise. Members noted the increasing importance of adult safeguarding work in the context of personalisation.

Feedback from meetings attended

Cllr Gareth Barnard reported that Skills for Care had recently appointed a new chair and suggested that the Board may wish to engage with him later in the year.

4. Note of the meeting held on 11 November 2008

The Board agreed the note of the last meeting.