

**NORTH WEST SURREY ASSOCIATION
OF DISABLED PEOPLE**

TRUSTEE BOARD MEETING

**Minutes of the Trustees' Meeting
held on Wednesday 22nd July 2009**

Present:	
Cliff Bush OBE (Chair)	Trustee
Carol Pearson	Trustee
Helen Aluko -Olokun	Trustee
In Attendance:	
Simon Putman	Honorary Treasurer
Nicola Harwood (Minutes)	NWSADP Support Worker
Clive Wood	NWSADP Director
Jen Baughan	NWSADP Advocacy Worker (Surrey Heath)
Brian Harris	Observer
Apologies:	
Christine Batham	Trustee
Christine Schauerman	Trustee
Pauline Chapman	Trustee
Anna Sartori (Vice Chair)	Trustee

Action

1.	Welcome & Apologies	Cliff welcomed everyone and gave apologies for absences.	
2.	Minutes of meeting held 29 April 09	Agreed and signed as an accurate record. Proposed: Simon 2 nd Helen	

Matters Arising from Minutes

Surrey LINK

Carol Thornbourne presented a paper to the last PAC meeting regarding the sizing of gowns and there will now be extra large sized hospital gowns available. There will also be various sizes available in the paper knickers as this was considered to be causing big problems in regards to those who needed a larger size.

Cliff then went on to say that LINK are still concerned over the issue of incontinence pads, as residence are still being issued with one size fits all. Cliff feels that this is totally unacceptable in regard to the dignity of the residence and especially needs addressing in times of the swine flu pandemic which can effect the situation.

There will be a report about this by LINKs in September.

Cliff then went on to say that LINKS are writing to the PCT asking for an audit to be done within 21 days of all the access to parking bays.

CW. Mentioned that at the Surrey Access Forum there was a representative from Surrey County Council Highways and he didn't seem knowledgeable about access bays, however he will be working with the

Surrey Access Forum about this matter.

C.P. Surrey Coalition??? are going to be doing a thorough audit and will be doing visits across the borough to Premises. There are 70 in total and they would like the response from the audit to help map out parking across the borough.

Disabled Parking in Woking

The leading executive of Woking Borough Council has informed Cliff that there is no longer a pilot scheme in place for Disabled parking. It has been decided that residence of Woking will have a zap card and therefore receive free parking within the multi-storey car parks. However if you are not from the Woking area you will either have to pay for parking or park in the designated disabled bays which are before the barriers. There are only 3 outside each multi-storey car park so it is on a first come first serve basis.

Cliff then asked Brian Harris whether Spelthorne Council charge their blue badge holders.

BH. No we do not.

NVQ's

Cliff asked CW what was happening in regards to the NVQ training scheme.
CW. There is accreditation for the

<p>3.</p>	<p>Chairman's Verbal Report</p>	<p>training on the NVQ level 3. Would rather find somewhere locally that will do the training as London courses cost a lot of money. It is possible that Southampton may do the training. The cost would be around £2000 per person as well as the cost of studying and travelling on top of that.</p> <p>Cliff mentioned that travelling to Southampton would cost a considerable amount of money.</p> <p>Other – Expenses SP. Believes that everything is done by BACS once a month unless it is of a substantial amount. Does that mean there is lower limit set in place? CW. There isn't a lower limit but if someone has £2 expense claim, we wouldn't do it by BACS. Done it this way as it means less adhoc work.</p> <p>Investors In People Report Cliff Congratulated all staff on the investors in people report. It was a very good report.</p> <p>Advocacy We were successful in our advocacy bid and Robert Boyle will start with NWSADP on the 17th August. Cliff believes that he will be a great addition to the team as he has a wide range of valuable experience including drug and alcohol related work. Robert will be based in Spelthorne.</p>	<p>Action by CW</p>
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<p>4.</p>	<p>Directors Report</p>	<p>CP. Believes it is important for Robert to network with local authorities. CW. Informed CP that he is ensuring this will happen and is liaising with Caroline Jones to make sure it does.</p> <p>Footcare Service Cliff informed everyone that he has spoken to Candy Moore (Chief Executive of Strategic Health Authority) about the attitudes of the PCT and the funding of the nail cutting service. This is because the PCT gave incorrect information at the Health Scrutiny Committee regarding the footcare services in Surrey.</p> <p>David Munro is now the head of the Health Scrutiny Committee.</p> <p>Cliff also informed the group that he will be attending a meeting on the 23rd July regarding podiatry services across Surrey.</p> <p>Windmill Cliff informed the group that Windmill has had their funding reduced.</p> <p>Clive presented his report to the Trustees, which had previously been distributed prior to the meeting. Clive highlighted some key points from the report including the Advocacy Proposal? Clive proposes to have a county wide</p>	
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	<p>service as there isn't one outside the North Surrey area. He wants there to be a one to one service available. Clive has asked for three additional full time advocacy staff and one admin support for 20 hours a week. Clive would be prepared to restructure the service as some people may consider that we are well resourced in the north of Surrey. The Borough of Woking has 1.5 advocates, whereas we have three other boroughs to one advocate, therefore this would seem disproportionate. Therefore to balance this out it is important to focus more on the client's needs rather than the geographical barriers.</p> <p>It has been proposed that NWSADP offer an interim measure for Adults with a physical and/or Sensory impairment.</p> <p>Clive and Carol Pearson are meeting with Craig Chalmers (Work Force Development) on 24th of July. He is leading this issue in terms of the council and has attended Surrey Advocacy Forums. Craig has been very supportive.</p> <p>Cliff stated that it is important to have advocates with expertise in certain areas. For example Lynda has expertise in Sensory and cognitive disability. Jen has expertise in young people and Aldona has expertise in black and ethnic minority groups.</p>	
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		<p>Clive said that this is being done and that there will be an emphasis on the no barriers approach as the advocates want to reach everyone.</p> <p>A general discussion was had about the role of an advocate.</p> <p>Cliff asked what would happen if there was a client with multiple disabilities.</p> <p>Clive responded saying that it wouldn't be the sole decision to make. It would be down to the individual case basis identifying appropriate advocacy with the client.</p> <p>Helen wanted clarification on the areas of an advocate. Are they going to be in fixed areas or not?</p> <p>Clive said that it all depends as they want to benefit the client as much as possible. The advocates will be based in areas however, for example, if we had a client in the south west who spoke Polish, we would suggest Aldona as it would mean that we wouldn't need to pay for a translator and therefore we would be cutting back on our costs as well as benefiting the client.</p> <p>CP. Asked whether there would be an issue with liability insurance as there isn't a geographical boundary.</p> <p>Clive said that there is a restriction due</p>	
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<p>5E</p>	<p>Jen Advocacy worker report</p>	<p>to the constitution but it is being addressed and hopefully this wont get in the way of advancing the proposal further.</p> <p>The website is now up and running. The newsletter is also ready and is uploaded on to the website.</p> <p>Jen introduced herself. Jen explained that she focused a lot on raising awareness of her services is Surrey Heath. She is based in Disability Initiative in Camberly, where she hoped for a close working relationship with them. Unfortunately this was not the case. On the other hand, CAB have been great as they have accommodated when use of space is needed.</p> <p>Jen has had some big meetings. One was with Ashley Jones who is new to the But he is very passionate and very keen for referrals. SID also ran a meeting. This was good as gave an insight into what different organisations are doing.</p> <p>Jen has also done a big mailshot using both NWSADP's register and SALDA's. Jen has received some enquiries through the mailout and her clients have now actually doubled from 6 to 12 since she wrote her quarterly report.</p>	
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Jen was recently featured in the Surrey Heath Newsletter, which generated more clients.

Jen has recently been to her first tribunal and was successful in winning the case. She also has another tribunal scheduled for a DLA referral as not enough money was granted.

In August Jen is going to attend the team meeting of the Adult Social Care team in Surrey Heath to do a presentation to them and their care managers about the advocacy service that Jen provides.

CW. Informed the group that NWSADP used to have a good working relationship within the social network. We need to do this again. Clive also went on to say that he was not happy with self directed support/brokerage.
Caroline Jones.

CB spoke to Jen about the young people who he knows off that are forced to to DI. How can Jen get to these people?

Jen answered that it can be difficult. DI has an advisory board and not an advocacy service. DI want there services to be used, therefore you have to be careful as we don't want to go upsetting them by helping their clients.

		<p>CP. Believes that this could be overcome by Jen spending more time with Care managers.</p> <p>CB> strongly feels that we have a duty to provide a service, no matter how uncomfortable it maybe.</p> <p>Jen informed the group that she really enjoys working for NWSADP and is thoroughly enjoying every challenge that the job brings.</p> <p>CW voiced his concerns about the situation with DI as he feels that it is very frustrating that although Jen is trying hard to have a good working ethic with them by giving them referrals, the same cannot be said about DI. The office is costing us £50 a week and therefore we are not getting what we should for the cost and therefore there is no benefit of being there. Therefore it was proposed that we no longer use the premises and will give DI there notice.</p> <p>Cliff mentioned that it may be a good idea for Jen to pop into the DI office from time to time to keep up appearances.</p> <p>CW also voiced concern about the SALDR register as from Jen's Mailshot we had a lot of phone calls requesting that names were to be taken off the register as the person was dead.</p>	
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<p>5C</p>	<p>Lynda Advocacy Worker Report</p>	<p>Therefore this shows that the register is not up to date. This needs addressing as Clive would like to use the SALDA in the near future for a Mailshot for NWSADP.</p> <p>CP. Asked if Lynda was getting many new clients? Clive informed the group that Lynda isn't get that many new clients at the moment. CP. Added that she feels that the Bradley unit isn't being used enough. Clive informed CP that Norida from WIDE does go to the Bradley unit once a week and therefore we do get referrals that way.</p> <p>Need to heighten the awareness with health professionals within the Bradley unit. Lynda needs to do more networking for this to happen.</p> <p>It is important to be proactive about giving the right support. The Advocacy service shouldn't be used as a befriending or reading support service.</p>	
<p>5D</p>	<p>Aldona Advocacy Worker Report</p>	<p>Clive informed everyone that Aldona is settling and fitting into her role nicely. She makes great enthusiastic strides and works very hard to reach different types of groups. She has a good background from her previous jobs in Poland.</p>	

<p>6F</p>	<p>WIDE Report</p>	<p>CP mentioned that there is a report due out from SID about ethnic minorities.</p> <p>CB informed that it should have been out in May. The report is funded by the Human Rights Commission Accessing Information on disability issues.</p> <p>This needs to be chased up.</p> <p>CB said that he was very pleased with the results of the advocates and pleased with the director as well. (Everyone agreed).</p> <p>Clive said that by looking at the figures Wide are down by 10 in Woking however they are up by 10 in the Surrey Heath area. Clive would like more training in management of enquiries to ensure a fast turnaround. WIDE should aim for enquiries to be answered within 48 hours.</p> <p>WIDE are looking for new a volunteer's that is always going to be an ongoing process.</p>	<p>Action by CW</p>
<p>7.</p>	<p>Footcare Report</p>	<p>Clive informed the Trustees the 'Legal Services Commission Quality Mark will be carried out shortly after April 2010. This will cost £1,600.</p> <p>Fiona McDiarmid has now started and is</p>	

settling into her new role. She is employed 32 hours a week as she wants to continue with age concern at the same time. Fiona will be making appointments this week and the footcare service will be up and running again in the next few weeks. The footcare service will only be offered in the Woking Borough. It has been discussed that the service will expand into other areas of Surrey; however at the moment the service will be concentrated to Woking.

Costs

There will be a change of costs for the service. The cost of the first initial appointment will now be £28 which includes the cost of a footcare kit which is £18 and £10 for the appointment. All other appointments will be £10 per visit. This price will increase again in January to £12.

This service is still considered the cheapest Podiatry service in Surrey.

CB asked what would happen to those people who couldn't afford the increase in price.

Clive believes that this would happen on a very rare occasion and that if it did happen then they would have to take it on an individual basis and think about subsidiaries if it was apparent the client couldn't afford the service.

<p>8.</p>	<p>Trustees' Responsibilities</p>	<p>Carol asked whether it would be worth getting involved with local benefactors and trusts that have money? This way they might be able to help with the cost of the subsidising for those clients who cant afford the footcare service.</p> <p>Clive said that what he could do with is arranging a fundraiser to raise the money. However this would mean time and finding the money to do the fundraiser which in the present time isn't possible. However, if anyone does have any ideas then please let Clive know.</p> <p>Clive then went on to say that himself and Cliff, in regards to footcare, did look into working with the Elmbridge Intergeneration Project, which is a local authority that works with voluntary sector. People aged over and 25 and below 60. They decided not to put a bid together as it was thought that it wasn't an appropriate scheme for the service.</p> <p>Clive informed everyone that the footcare service had been shortlisted at the Glaxo Smith Klien event and that there are 5 services who win £5000. Hopefully the footcare service will be one of them.</p> <p>A general discussion was lead by CB concerning the responsibilities and support that he receives, or doesn't receive in some cases.</p>	<p>CW to Action.</p>
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9.	Treasurer Report	<p>CB is thankful for the amount of support that he has received from HAO and CP over the last year. However he is concerned by the lack of support he receives from other trustees.</p> <p>It was agreed by all trustees that they would do more to support Cliff and to promote the organisation. They will be more committed and try to go to more appointments regarding the organisation.</p> <p>CW informed that later on in the year he will organise a Trustee away day which will help everyone to focus on what the trustees should be doing.</p> <p>SP remarked that he couldn't do a report as he hasn't received any figures to report from.</p> <p>CW said that it was unfair to say that as Simon knew the situation regarding the organisations figures. The figures couldn't be produced prior to the report because we had the examiners in and they wanted to re-proportion everything.</p> <p>CP asked what was happening with the accountants TWP.</p> <p>CW replied that they would be coming in on a quarterly basis for half a day, they will help with the annual report and will provide independent examiner. Helen Barton will be doing all other book keeping duties.</p>	
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<p>10</p>	<p>AOB</p>	<p>SP then went on to say that our bank balance is healthy with £90,000. NHS Surrey for Surrey Heath has now paid.</p> <p>CB. NHS Surrey have still not paid for their portion of the tripartite. They were invoiced in March and resent the information six weeks ago, therefore giving them plenty of time to pay. Due to this Cliff said that they are to be charged 5% extra on top. Cliff will send an official complaint as well as speak to Michael Munt which will then show on their annual report. If they still don't pay after this time, we are to charge them a further 5%.</p> <p>CP. Asked when the quarterly figures will be out.</p> <p>CW. Replied that the figures will be ready in the next couple of weeks and then will be sent out as soon as possible.</p> <p>Elizabeth Compton has been contacted regarding an official complaint against Paul Fishwick and the bicycle racks. Paul was overzealous on the whole bicycle issue and went ahead with the scheme without consulting and communicating with anyone.</p> <p>HOA. Would like to be kept informed about the shared route cycle path and will help in any way that she can.</p>	
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		<p>CW. Informed the group that he does have a response from the official complaint that he made. They have admitted making a mistake; however they won't be changing anything. Therefore we will go further with the complaint.</p> <p>There will now only be three parking bays instead of four, by Commercial Way (BHS entrance). This is due to rear reversing vehicles.</p> <p>CB. AGM will be on the 10th December. Is there going to be a speaker? CW. We are looking into having entertainment.</p> <p>CP. Wondered whether Surrey Coalition could share the entertainment/quizzes with us.</p> <p>CP. The North West Partnership Board will be on the 16th September. Can Jen encourage people to go?</p> <p>CP. Informed the group that there are 4 government consultations, which include 'charging' and 'right to control'.</p> <p>CW. Trustees from user lead organisations have been asked to attend the meeting 'right to control' on the 2nd September at Park House in Leatherhead.</p> <p>CW. Is now the chairman of the Woking Access Group. (Cheers all round).</p>	<p>Action by CW</p>
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