

Time commenced : 6.30 pm
Time finished : 8.40 pm

DISABLED PEOPLE'S ADVISORY COMMITTEE
2 March 2006

Present: Councillor Turner (in the Chair)
Councillors Chera, Rawson and Troup

Representing groups

Judi Bateman – DCIL
Andy Findlay – Derby Access Group
Pat Fletcher - DCIL
Marta Hancock – Disability Direct
Nigel Johns – Derbyshire Association for the Blind
Maurice Kilminster – Derby Osteoporosis Group
Nancy Pountain – Derby Access Group
Edith Storer - EMASH

City Council Advisors

Andrew Auld – Head of Communications and Consultation
Pauline Campbell - Corporate Complaints Officer
Mick Connell – Assistant Director – Community Care
Rachel Levy – Constitutional Services Officer
Pam Thompson – Consultation Support Officer
Ann Webster – Equality Standard Project Manager
Mick Watts – Access Officer

60/05 Apologies for Absence

Apologies for absence were received from Councillors Hird, Hussain and Webb, Amarjit Raju – Disability Direct, George Sanders – CamTAD, Alison Hicking – Derby Deaf Forum, Pat Taylor – Derbyshire Association for the Blind and Martin Austin – Disability Direct.

61/05 Late Items Introduced by the Chair

There were no late items.

62/05 Declarations of Interest

There were no declarations of interest.

63/05 Minutes of the Previous Meeting

The Minutes of the meeting held on 19 January 2006 were agreed as a correct record and signed by the Chair.

64/05 Best Value review of Home Care for Older People

The Committee received a report from the Corporate Director of Corporate and Adult Social Services regarding the best value review of home care for older people, which had been undertaken using the authority's approved methodology and toolkit. Mick Connell, Assistant Director – Community Care, reported that the review had highlighted the need for significant change if the service was to continue to meet the needs of older people in the future, provided value for money and enabled performance targets to be achieved. The two main objectives of agreed within the review were:

- More older people would be supported to remain living at home for longer
- Home care resources, including staffing, would be re-designed to deliver value for money and stability for the future

A question was raised regarding whether the training of the agency staff used alongside Council staff would be adequate. Mick Connell responded that agency staff would be treated in the same way as council staff in that police checks would be required as well as appropriate training. It was noted that all staff would need to be trained to NVQ level two standard. Ann Webster commented that an equality impact assessment of the Home Care Manual was due during 2006/2007 and the committee would be consulted as part of this assessment, so that issues like when does a disabled person become an older person can be addressed

Andy Findlay - Derby Access Group, commented that it was a common occurrence for people to attempt to set up their direct payments but struggled because the bank did not understand the process. It was noted that there seemed to be confusion with banks regarding direct payments with other banking systems with similar names.. Mick Connell agreed to look into how this problem could be solved and would report back to a future meeting. It was suggested that members of the committee should send in letters detailing their experiences with direct payments. The contact given was Stephen Sadler – Direct Payments Officer.

Resolved to note the report.

65/05 Feedback on the Corporate Complaints Procedure

The Committee received a report from the Corporate Director of Corporate and Adult Social Services regarding the current corporate complaints procedure. It was noted that the aims of the procedure was to:

- provide a simple way in which members of the public could complain about Council services
- ensure that complaints were properly investigated, were responded to within a reasonable period of time and , where necessary, that the Council takes appropriate action to resolve the matter that has been complained of
- ensure that the Council learned from complaints and where appropriate took action to improve its services

Pauline Campbell – Corporate Complaints Officer, explained to the committee about the process of making a complaint to the Council and asked for any

comments on how the procedure could be improved. Discussions were had regarding the terminology used in the procedure to differentiate when a complaint is first made and is called a 'request for service' and when it becomes a full complaint. Councillor Troup suggested that the revised procedure should not call it a complaint until it becomes a full complaint, this would stop the confusion between what is a request for service and a complaint.

Ann Webster asked how a disability related complaint would be handled because under the Disability Discrimination Act this kind of complaint could be a potential court case. Pauline Campbell responded that if legal proceedings had started then a complaints procedure would be halted.

Mick Watts suggested that a smaller group should meet with Pauline outside of this meeting to discuss the actual wording of the procedure and then feedback their comments to a future meeting of the Committee. Ann Webster, Mick Watts and Nigel Johns volunteered for this group.

Resolved to discuss the Corporate Complaints Procedure within a smaller group and inform the committee of any changes at a later date.

66/05 Deaf Forum

Due to Alison Hicking not being in attendance, it was resolved to defer this item until the next meeting.

67/05 Equality and Diversity Plan – Consultation Results

The Committee received a report from the Corporate Director of Corporate and Adult Social Services regarding the comments that were made by community groups on the Equality and Diversity Plan 2005 – 2008. It was noted that between September and December 2005, the Equality Standard Project Manager held focus group meetings to discuss the Council's three year equality and diversity plan. All the comments received from the groups had been fed back to departments for their responses. The comments and the responses were included in a separate document. Ann Webster thanked the members of the Committee for all of the hard work and comments that they had contributed to the plan.

Resolved to note the report.

68/05 International Day of Disabled People Review

The Committee received a report from the Corporate Director of Corporate and Adult Social Services regarding setting up a working group to plan this year's International Day of Disabled People. Ann Webster reported that the International Day of Disabled People was celebrated throughout the world on 3 December every year.

The members were asked to nominate a small number of people to be involved with this year's working group. The nominations were Nancy Pountain, Andy Findlay, Nigel Johns, Marta Hancock and Edith Storer. Ann Webster agreed to contact these members to organise the first meeting.

Resolved to note the report.

69/05 Advisory Committees Review

The Committee received a report from the Corporate Director of Corporate and Adult Social Services asking them to consider the contents of the advisory committees review and provide a response to the proposals. The report outlined the research that had taken place in the review and the groups that had been used. The key areas addressed through the review were:

- how did other council's run similar consultation processes?
- what worked well with the current Advisory Committees?
- what could be done improve how the Council consults with equality dimension groups?

The proposals were to de-constitute the Advisory Committees and replace them with three more modern Equality Forums for disabled people, minority ethnic communities and gender groups. Another proposal was to have themed meetings and have fewer meetings throughout the year. Nancy Pountain expressed concerns about having themed meetings as important issues could be overlooked if they did not fit into the theme.

Andrew Auld reported that the Advisory Committees current format under the constitution meant constraints were placed on what could be achieved. By moving away from this format these constraints would be removed. Pam Thompson added that in the new format issues for the agenda would be raised by the members instead of being Council driven.

Discussions were had regarding the reports that were received and the Committee felt that they did not receive enough information and that they did not give enough information for the officer to take away with them. Andrew Auld suggested that the reports could include a list of key issues so that the group knew what areas they needed to look at.

Agreed to note the report.

70/05 Work Programme

Members considered the work programme for 2005/6. Pam Thompson - Consultation Support Officer, updated members on changes to the work programme.

MINUTES END