

minutes



Carers' Voice Somerset		
2.29.2016	10.00am – 2.00pm	ASTER Housing Association - Wells
Type of	Quarterly Board Meeting	
Chair	Neil Richards	
Note taker	Deborah Penny	
Attendees	Debbie, Caroline T, Susan HB, Richard H, Bob C, Lucy D, Vicky C, Rhian B, Rachel Wren, Nigel, Dave W Gregory	
Apologies	Tim B, Kerry L, Lynne B, Claire D, Ali P, Peter C, Eileen M, Jackie M, Frank B, Caroline M, Caroline H, Nikki W, Jill D, Rachel M, Malcolm J, Nicola M	
1. Commitment		
11.30	Vicky Chipchase	
Discussion	<p>Summary feedback re launch on 11.2.16 – 61 people attended – this is the start of the process. Commitment report has been circulated. We are now focusing on what our carers' services could look like in the future, we are now conducting a review of our carers' services. SCC have commenced the process by presenting the Commitment to the Scrutiny Committee and the Health & Wellbeing Board, Rhiann also sent to the CCG leadership team last week. It has been agreed that Carers' Voice Somerset will host X2 Solution Focused (Commitment Workshops) per annum. Debbie has commenced work on a monitoring and review process document which includes a reporting template.</p>	
Conclusions	All agreed that the launch went well and that we are taking	
Action Items	Person	Deadline
Check that the launch report and Commitment Document are on the Carers' Voice Somerset website.	Neil	1.3.16
Design programme for 21 st March workshop (County Hall – 10.30am – 12.30pm)	Commitment Group	14.3.16
All stakeholders to formally endorse the commitment within their organisations.	Vicky	21.3.16

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Action Plan – first draft and re formatted version to be completed.	Vicky & Debbie	21.3.16
Outline of the Commitment monitoring and review process to be completed in draft	Debbie	21.3.16
Solution Focused (Commitment) workshops Wynford House, Lufton Way, Yeovil, BA22 8HR – 9.30am – 12.30pm	All stakeholders & members of Carers' Voice	21.3.16
Commitment Working Group to continue work in between Solution Focused Workshops – Purpose: to shape workshops and carers service review.	VC, DP, SHB,RH,CT,NM	Monthly - see dates last page
Draft expression of interest document and outline role and responsibilities for Vice Chair	Debbie	31.3.16
Notify all carers via networks, re workshop above	Debbie	31.3.16
Fine tune process and bring to next Carers' Voice quarterly meeting	Vicky & Debbie	28.4.16
Activate all Vision Groups - Commence monitoring and review process with carers	Debbie	4.5.16
Carers' Workshop – Purpose: To start looking at the Service Specification. Wynford House, Lufton Way, Yeovil, BA22 8HR – 9.30am – 12.30pm	All carers	27.6.16
Market Engagement Event - Wynford House, Lufton Way, Yeovil, BA22 8HR – 9.30am – 12.30pm	All stakeholders & members of Carers' Voice	19.7.16

minutes

Agree Service Specification	All	August 2016
2. Carers' Services Review		
11.45	Vicky Chipchase	
Discussion		
<p>Regular Carers' Services Review Board meetings are now taking place. Neil is attending on behalf of Carers' Voice and as a carer representative. Caroline suggested that we vote in an interim Vice Chair who can also attend with Neil and at other times when Neil is unable to attend. Compass contract due to expire in September 2016. Vicky would like to ensure that there is sufficient time for the review of carers' services to be carried out thoroughly and in a timely way. We need to ensure continuity of support to carers and sufficient time for the tender process. Somerset Partnerships' contract has been extended until September 2017. It is important that carers are involved in service design, creation of the tendering document and form part of the interview panel.</p>		
Conclusions	All agreed that having carers involved in the whole process is the best way to work. Positive responses all round.	
Action Items	Person	Deadline
Circulate Carers' Review Board Terms of	Vicky via	1.3.16
Ensure decisions are in place	Vicky	14.3.16
Create detail and templates within monitoring document for Vision Groups including young carers to feed into the process cyclically.	Debbie	21.3.16
3. Young Carers' Services		
12.30pm	Dave Willis	
	<p>Dave – Increase in referrals, some from schools – tends always to be the same schools. Concerns about the lack of engagement from Educational services. Need Schools to actually do something. How do we push that forward? We need key staff with specific roles in education to attend the workshop in March.</p>	

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<p>Discussion</p>	<p>Richard H – Concerns about children moving from one school to another and whether information about their caring role is passed on. Dave – The information is now getting through but the question now is what is done with that information and how do Adult Social Care contribute to this process.</p> <p>Dave - The most vulnerable may be assessed by Children’s Social Care. Some young carers may be carrying out inappropriate duties – care ranges from minimal to complex. Susan HB – This morning I heard on Radio 4 about a 5 year old carer.</p> <p>Rachel W – Would it be a good idea to involve school governors – i.e. ensure that young carers are an agenda item at their meetings? All agreed it would.</p> <p>Dave – Children do like to know what to do in a crisis – we offer 1st Aid training which is very popular. In October we will be running Mental Health Awareness days in partnership with Somerset Partnership – the focus of these days will be about how you can look known to us care for someone with a mental health problem.</p>	
<p>Conclusions</p>	<p>A two year plan has been created for young carers’. We will continue to provide the service as it is which includes respite.</p> <p>There are a range of changes that have been brought about by the Care Act and the Children and Families act which determine what we do and how. Children, including young carers are now prioritised within a new “Fresh hold “document which is being adopted by all Children’s Services.</p> <p>This is a very delicate situation. Children should not be caring inappropriately and we should be recommending guidance and support in a variety of ways.</p>	
<p>Action Items</p>	<p>Person</p>	<p>Deadline</p>
<p>Request via Tim for Director of Children’s Services to attend workshop in March.</p>	<p>Vicky</p>	<p>21.3.16</p>

minutes

4. Young Carer's in Transition	
12.45	Rachel Wren & Nigel Gregory
Discussion	
<p>Rachel – We have visited 4 main FE colleges and the results have proven the value of these face – to – face meetings. We have given presentations to tutors at Bridgewater College (The largest College in Somerset, due to merge with Taunton). We have sent follow up emails to all tutors about how to identify young carers. We have identified some young carers who have been caring for over 10 years. Colleges are aware but information has not been passed on. We have identified 35 young carers at Bridgewater alone and another 7 – 8 across Somerset. More and more are coming in as a result of our emails to Tutor Groups.</p> <p>Nigel – How you actually ask the young person about their caring role needs to be undertaken with much sensitivity. 18 or under then parents do need to be consulted.</p> <p>Richard H – Are families aware that there is support? Most people may not want outside support due to fears of family being “taken away”.</p> <p>Nigel – We would like to see better sharing of information, for example we recently found out that Julie Woan in South Somerset had been carrying out some work with Yeovil College. We need to work more effectively together.</p> <p>Debbie – This is where “The Commitment”, the action plan and our workshops should help.</p> <p>Dave - We have developed much stronger working links with Compass Carers which has been very useful.</p> <p>Rachel – We are focusing on helping colleges to identify ways that they can help themselves in relations to the issues around young carers in transition.</p> <p>Susan – We need to spend money early on to support young carers.</p> <p>Debbie – Ditto, if we can provide the support early on we can help young carers to live fulfilling lives and achieve.</p>	

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Dave – We need a culture shift, we are starting with the colleges and then moving into schools. We are a small service and so we are taking a step by step approach. Rachel and Nigel can also assess the young carer and cared for, which speeds up the process.

Caroline – We need to focus carers on what they have learnt and the benefits of what they know.

Debbie – Ditto – Although carers need to acknowledge the difficulties of caring and the impact on their lives it is also useful to support them to focus on what is useful about their role, what have they learnt, how might this learning help them in life, what special skills have they acquired as a result of their caring role and so on...and where might this take them. This in its self can be uplifting moving the young carer towards positive thoughts, ideas and solutions.

Bob – Do we have the funding that we require to improve services for young carers?

Dave – When a young carer is assessed if there is a financial need who funds? This is the question. We would like to provide funds for i.e. accessing activities, driving lessons etc. There are other questions like, how do we support a young carer to go to university?

Vicky – We need to do a lot of work on this, starting with our own organization. There are many issues to be resolved such as how does a young carer navigate through our systems. There are some short term actions that we will be working on and others that require long term planning and a more joined up approach.

Richard – Carers should fall under a “Special Educational Need” – should this be in the Local Offer?

Nigel – We should include FE colleges in our meetings and workshops.

Rachel – There has been a change in FE agreed that some very positive work is being undertaken enrollment forms, they now include a box that asks whether you are a carer. If this box is ticked it activates a “Welfare Interview” which is extremely useful.

Conclusions	All agreed that there are some very positive developments within the Young Carers’ Services.
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The Transition posts contract come to an end in March 2017

minutes

Action Items	Person	Deadline
Numbers of young carers identified to be passed to Vicky.	Rachel & Nigel	March 2017
Talk with education heads	Vicky, Rachel, Nigel & Dave	tba
5. Carers' Voice Somerset – Into the future		
1.00pm	Debbie	
Discussion	Vicky – We need to find out more about setting up a bank account for Carers' Voice. It has been agreed that in the initial stages this can be done via Compass.	
<p>Carers' Voice now has it's own "Development Group" * (see bottom page) Members: Neil, Richard, Debbie, Caroline T, Caroline H, Lynne B, Lucy D, Susan HB, Claire D, Ali P Purpose: To develop the Carers' Voice Somerset Strategy, vision, operations and action plan.</p> <p>Monitoring and reviewing of the Commitment Action Plan.</p> <p>Developing the Carers' Voice constitution</p>		
Conclusions	All agreed that this is a very positive step and an exciting time for Carers' Voice	
Action Items	Person	Deadline
Complete draft outline of Carers' Voice Strategy document, Constitution planning and Constitution management training and funds (£250.00 from Community Grant) with Neil & Vicky	Debbie	8.3.16
Discuss draft strategy (Premier Inn Glastonbury 10.30 – 12.30)	Carers' Voice "Development Group"	16.3.16

minutes

<p>Agree a timetable of dates for Carers' Voice Development Meetings</p>	<p>Carers' Voice "Development Group"</p>	<p>16.3.16</p>
<p>Produce final draft strategy document for Carers' Voice and forward to all Carers' Voice members</p>	<p>Debbie</p>	<p>28.4.16</p>
<p>Provide overview of strategy and constitution plans at next Carers' Voice quarterly Board meeting</p>	<p>Debbie</p>	<p>28.4.16</p>
<p>6. Carers' Voice – Roles</p>		
<p>1.30</p>	<p>Debbie & Lucy</p>	
<p>Discussion</p>	<p>Debbie – Part of our future work as an independent body will involve carrying out a skills audit and creating opportunities for members to undertake specific roles within Carers' Voice.</p> <p>First step: Identify the operational needs of Carers' Voice Second step: Offer roles to new and existing members</p> <p>Existing roles: We have already identified a team of people responsible for the management, administration and quality assurance of our website: Neil, Richard, Malcolm, Lynne & Susan – Fine tuning how this team works will be the next step.</p> <p>Another role recently created is the "Confidence Support Mentor" – a draft outline has been created by Lucy and Debbie – Lucy will act as the Confidence Support Mentor and in the future we are likely to have more than one.</p> <p>Lucy – I think that this role will be extremely useful not only for new members joining Carers' Voice Somerset but also for existing members.</p> <p>Caroline T – I am willing to support Lucy with this role if required. We need to support the less confident people to have their say. Debbie – We will ensure that this role will be included in our new members hand book and induction programme. We are called Carers' Voice and we need to ensure that everyone has the opportunity to have their say.</p>	

minutes

Conclusions		
All agreed that the Confidence Support Mentor role will be extremely relevant to Carers' Voice and useful to carers who are members.		
Action Items	Person	Deadline
Finalise website working group roles and operations.	Debbie & Website team	June 2016 tbc
Work with Lucy to produce final draft Volunteer role Confidence Support Mentor	Debbie	28.4.16
Facilitate discussion about Carers' Voice recruitment & induction process	Debbie	Development Group Meeting tba
AOB		
1.45	All	
Discussion		
<p>Susan – In contact with the Rotary Club re funding for the re printing of “If only” – Susan shared new cover design – Blue Butterfly. Neil offered to upload “If Only” to our website when complete.</p> <p>Richard – fundingcentral.org.uk – a useful site</p> <p>Rhiann – I am happy to support with marketing of Carers' Voice via the CCG – i.e. Carers' Champions</p> <p>Debbie – I am in the process of creating a meeting schedule which we can add to our site.</p> <p>Neil – Richard to send voucher for logo design winner to Neil, Debbie to print off letter of recommendation for Neil to send to Lorna.</p> <p>Caroline – Can we invite Age UK to one of our meetings</p> <p>Richard – Citizens Advice should also be invited to our Commitment Workshops.</p>		
Conclusions	All agreed a useful meeting, venue good but parking problematic and may have put some people off attending.	
Action Items	Person	Deadline
Contact “The Angel” café in Langport re use of venue for meeting. Contact Morrison's re parking	Debbie	28.4.16
Forward suggestions for future meetings to Debbie	All	28.4.16

minutes

Add Age UK & Citizens advice contact to workshop invite list	Debbie via Vicky	21.3.16
Contact Avril Woodward Carers Champion Frome Hospital	Debbie	31.3.16

Initial schedule of core, planned meetings:

1. Carers' Voice Somerset Quarterly Meetings:

Who to attend: All Board Members

25th April 2016 (Monday) – The Angel Café, Bow Street Langport

6th July 2016 (Wednesday) – Venue to be confirmed (Booking in place at ASTER Housing in Wells if we are unable to find somewhere with better parking facilities)

26th September (Monday) – Blackford Reading Room, Nr Wincanton

Times – all meetings:

10.00 – 1.00 – Carers pre meeting

11.15 – 1.00pm – Main Meeting

1.30pm – 3.00pm – Focus Group Meeting

2. Carers' Voice Somerset Development Meeting

Who to attend: Debbie, Neil, Richard, Caroline T, Caroline H, Lucy D, Lynn B, Ali P, Susan HB, Claire D

16th March 2016 (Wednesday)

Venue: The Premier Inn, Glastonbury

Time: 10.30am – 12.30pm

3. Commitment Working Group

minutes

Who to attend: Vicky, Richard, Susan HB, Caroline T, Nicola M, Debbie

Venue: County Hall

Time: All meetings: 10.30am – 12.30pm

14th March 2016 (Mon)

19th April 2016 (Tues)

17th May 2016 (Tues)

14th June 2016 (Tues)

10th August 2016 (Weds)

20th September 2016 (Tues)

17th October 2016 (Mon)

14th November 2016 (Mon)

14th December 2016 ((Weds)

4. Commitment Workshops

Who to attend: Commissioners, Service Providers and members of Carers' Voice

Dates:

21st March 2016 (Mon) - (Development of the Commitment)

19th July 2016 (Tues) - (Market Engagement)

Venue: Wynford House, Lufton Way, Yeovil, BA22 8HR

Time: 9.30am – 12.30pm

5. Carers' Involvement Workshop

Purpose: To start looking at the Service Specification.

Who to attend: Carers

Date: 27th June (Mon)

Venue: Wynford House, Lufton Way, Yeovil, BA22 8HR

Time: 12.00 – 4.00pm

Notes – re item number 5 page 7

*Carers' Voice is in the process of setting up its own constitution and producing a strategic plan. Group members have been identified, TOR need to be clearly defined and from that the actual name of the working group agreed. For the purpose of these minutes I have referred to the group as a "Development Group".