

**Physical Disability Partnership Board, Tuesday 15<sup>th</sup> November 2022 11am-1pm**

Hybrid & Zoom Meeting (at the Maple Centre, Huntingdon)

**Minutes**

**Present**

SB	Sandie Burns	Disability Peterborough
RE	Rebecca Evans	Living Sport & Independent Member
RH	Russell Henke	Speak Out Leader – High Support Needs Committee
EJB	Emma Joy-Staines	Steel Bone
GL	Graham Lewis	Healthwatch Partnership Development Manager
RN	Rebecca Nuttall	Little People UK
LO	Liz Owen	Access in St Neots, Ehler-Danlos Syndrome group
RSG	Rebecca Spalding-Green	Healthwatch Admin Officer
FS	Francis Swann	Cambridgeshire Home Improvement Agency
TW	Tony Whatling	Independent Member

**Apologies**

SC	Sue Clements	Headway CEO
KG	Kate Gravett	Independent Member
LJS	Leigh Joy-Staines	Independent Member
JM	Jason Merrill	Family Voice
AR	Asta Remeziata	Family Voice
RV	Roger Valentine	Peterborough Information Network

## **1. Introductions**

GL asked if any of the Independent Members would like to Chair today's meeting. Nobody came forward so GL asked if the Partnership Board wanted him to Chair. This was agreed. GL suggested the option of training in January to support Independent Members in chairing future meetings.

GL requested permission to record the meeting for the purpose of the minutes only. This was agreed.

## **2. Minutes and Action Log**

The minutes of Tuesday 17<sup>th</sup> May 2022 were approved after GL made some amendments with EJS asked if she could have some online leaflets for joining Healthwatch Health and Care Forums. GL sent through, completing Action 107.

The minutes of Tuesday 16<sup>th</sup> August 2022 were approved after, an amendment was made regarding leasing properties. With Action 108 being completed with Frances Swann giving a Cambs Home Improvement Agency presentation today.

Action 106 regarding issues with blue badge parking at Addenbrookes, there is now multistorey free car parking for blue badge holders. The ongoing issue with this is with the token scheme you still need to take your blue badge to the office to do this which can result in a ticket (as nothing on car to demonstrate why there is no token/ blue badge) and it does mean additional back/forth hassle.

## **3. Updates from members**

LO highlighted further hospital parking issues, with no signage regarding blue badge parking at Addenbrookes and a MRI scanner was placed on blue parking at Addenbrookes, without any communication prior to this happening.

A bit of positive news is that Hinchingsbrooke have said they are scrapping 1 hour only parking in disabled spaces.

#### **4. Disabled Facility Grants – Cambridgeshire Home Improvement Agency (CHIA) Presentation by Frances Swann**

FS explained the Cambs Home Improvement Agency (CHIA) is a non-profit organisation and a shared council service working across Cambridge City Council, South Cambs and Huntingdonshire. The Disabled Facilities Grant (DFG) budget for our districts this year is £3.6m. Plus a further £395k for repairs assistance and other discretionary grants in City and South Cambs.

CHIA works closely with Occupational Therapists who assess the client's clinical needs and co-ordinate in adaptations for disabled children, adults and older people.

The process can seem lengthy as there are many hurdles associated with the Disabled Facilities Grant regulations such as obtaining landlord consent etc. Pre covid, major works time (things like garage conversions) had improved by half and our small works (things like stair lifts) by 30% but have seen this slow in the last 12m.

To help speed up some aspects of the customer's experience staff are now trained as Trusted Assessors.

There are 4 types of financial assistance:

- Mandatory Disabled Facilities Grant – Used to adapt disabled people's homes
- Top Up Assistance – helps to fund DFG grants above the max £30k grant
- Relocations Assistance – helps disabled people move to more suitable homes
- Special Purposed Grant – for repairs, minor works/ interventions in the home
- Means Test – in receipt of a qualifying benefit

FS explained the grants and loans schemes across the different councils in more detail and highlighted that in Cambridge there is an underspend, so please do get in contact and pass on this message.

#### **Questions, Answers and Comments**

LO asked does CHIA support people financially if due to the works carried out they need to stay away from their homes? FS explained that in most cases people are able to continue living at home during the works, but it all depends on the individual situation, whether the work is major or minor and how much money is used in the grant.

SB highlighted an extreme case whereby a person, was living in an unsuitable situation with access to only one room (the door frames not being wide enough for wheelchair access) so no access to bathroom or kitchen facilities, and very limited care being given. SB explained that whilst this individual case was extreme and had been more or less been sorted, it highlighted some of the issues people experience in waiting for these works to be carried out. EJS explained that Steel Bones have also heard similar experiences that also raise issues around unsafe discharges and safeguarding problems, especially with Hinchingbrooke Hospital.

FS advised that in these situations Discharge Planning Services are probably the best people to talk to. EJS asked if we could have someone from the Discharge Planning Services attend a future meeting or perhaps the board could write a letter to discuss these ongoing issues ie patients being so desperate to go home but not really suitable with no family/ friends being consulted and the long term affects are not considered, GL to look into.

**Action:** GL to invite someone from Discharge Planning to talk about this issue at a future meeting.

**Action:** GL to share the slides of the presentation and also links to information about the services provided in East Cambs, Fenland and Peterborough (the areas not covered by Cambs Home Improvement Agency).

## **5. Feedback from other meetings including Adult Social Care Forum (ASCF)**

From the ASCF meeting GL gave a brief summary on the development of the App called Joy. The app will allow healthcare professional to see what services and organisations are available in the local area to refer the patient directly to. The idea is that this will assist social prescribers to help link patients (with more complex/ different needs than previously have been able to help) to lots of organisations and service. Joy, should reduce pressure off doctors, and better unite healthcare organisations with hopefully a better uptake of these services as it removes the responsibility from the patient to act on information signposted to them by the doctor. GL will confirm at next meeting when this App will go live.

SB concern was that whilst highlighting all the different services is great, is there enough funding for and are there enough staff in these organisations to manage a possible increase in demand when the App goes live? Especially as already hearing from most services that they are struggling with high demands and low recruitment.

**Action:** GL to raise this concern with the ASCF.

From the Huntingdon Health and Care Forum RSG explained a concern had been the lack of communication regarding all the various roles at the doctors surgery. Healthwatch was planning to share some communication on this but NHS England beat them to it, so in this meeting the NHS England planned campaign was analysed. The main finding was that whilst it was good to publish a list of all the various roles at surgeries, the information was too generic and if no local information was shared (ie what is actually available in your local area) then this not necessarily lead to a better uptake in people booking appointments with healthcare professionals other than the general practitioner.

Carers Together had identified challenges when people are discharged from the hospitals, but the carers are not included in the conversation. This can create problems for the person being discharged as they may not receive the care they need. It can also create problems for the carer as they may not be able to provide the level of care and required.

## **6. Update from Physical Disability Team**

Unfortunately, nobody was able to attend today from the Physical Disability team.

## **7. Update from Commissioner Karen Berkley**

Unfortunately, nobody was able to attend today from the Commissioning team.

## **8. Priorities for the Board for 2022 – Hate Crime Graham Lewis**

In 2020 the Physical Disability Partnership Board identified the issue of hate crime as an issue they wanted to explore further, so GL gave a presentation and update.

Hate Crime Definition – Hate Crime is any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.

A Hate Incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice based on their race, religion, sexual orientation, disability or because they are transgender. Not all hate incidents will amount to criminal offences.

The Police would like people to report incidents to them. This means they will

- a) know the extent of the issue in society
- b) be able to tell the person about support services available to them.

A 'round table' online event was held in National Hate Crime Awareness Week 2020, attended by people with disabilities, Police and the Police and Crime Commissioner. An issue was raised by people with Dwarfism. They explained that it was quite common for them to be filmed by strangers when they were out in public, shopping etc. These films are then shared on social media with abusive comments. The Police and Crime Commissioner for Cambridgeshire raised with the Policing Minister at the Home Office.

From this awareness of disability hate crime is being raised through regular social media channels and posts. And the Action Against Hate Crime Coordinator at Cambridgeshire Police is training and increasing awareness of disability hate crime with officers throughout the force.

Positive news is that Stop Hate UK a national charity, has announced it is launching a service in Cambridgeshire and Peterborough on 28<sup>th</sup> November 2022. It is a helpline, to listen, report to the police if needed, and can signpost for further information. Contact details were shown, with the presentation being sent out to all.

### **Questions, Answers and Comments**

SB asked if there will be information to educate people on hate crime as thought a lot of hate crime is underreported as people don't understand what it is and RN added that people don't see much point in reporting as 'nothing will happen'. Board agreed its good to keep encouraging people to report this as more numbers and statistics will mean a greater development and focus on the issue ie better training for police.

**Action:** GL will discuss with Tiff Lane, Action Against Hate Coordinator, about creating some communications on this.

EJS asked if someone from Stop Hate UK would attend a future meeting.

**Action:** GL to investigate with Stop Hate UK.

## 9. Any Other Business

### Means testing of PIP and Disability Living Allowance

SB this morning has received an indication that the Government are looking at means testing of PIP. This would have a knock-on effect on so many aspects of people's lives, such as getting to work or blue badge assistance. Best place to find out more information (once a decision/ announcement has been made) is on the Disability Rights Website.

**Post meeting update:** Government has confirmed that it is not going to means test PIP or Disability Living Allowance.

### "Let's Talk" campaign from the Integrated Care System (ICS)

The ICS has launched a campaign "Let's talk" to hear people's views and help shape future services in health and social care. The survey can be found here:

<https://www.cpics.org.uk/>

### Making Connections consultation

A consultation is taking place on proposals to improve the bus network and lower fares in Cambridgeshire. This includes other travel schemes, such as new cycle ways, active travel schemes etc. The proposals are initially funded by the Government, and then through a Cambridge Congestion Charge (to be implemented in 2027/28). There are lots of thoughts about the proposals. The Greater Cambridge Partnership really want to hear people's views. The survey can be found here:

<https://consultcambs.uk.engagementhq.com/making-connections-2022>

### Future meetings

GL noted that nobody, other than Healthwatch team members, had attended the meetings in-person only online. GL asked would the board like the meetings to be online rather than hybrid in future? GL noted that if a member was recruited who was digitally excluded then an in-person element can be re-introduced. The board were in favour of this.

**Action:** GL to update the plan of future meetings.

## **Next Meeting**

Date: Tuesday 21<sup>st</sup> February 2023

Time: 11am- 1pm

Venue: Online