

EQUALITY FORUM

MONDAY, 13TH FEBRUARY 2017, 6.30 PM
LANCASTRIAN, TOWN HALL, CHORLEY

AGENDA

1 **WELCOME**

The Chair will welcome everyone to the meeting.

2 **THE MINUTES OF THE MEETING OF THE EQUALITY FORUM HELD ON 28 JULY 2016**

(Pages 3 -
8)

To note the minutes of the meeting of the Equality Forum held on 28 July 2016 (enclosed).

3 **OUR HEALTH OUR CARE**

(Pages 9 -
16)

Karen Shorrocks and Tanya Edgar from Lancashire Teaching Hospitals will present this item.

The purpose of the item?

To share information with people and to ask their opinions. We will be telling people what is happening locally so that people can come to events or contact us to speak with us about local health and care services.

What do you want from the Equality members?

Their ideas and viewpoints on local health and care services and how they can be improved. We will be sharing ideas that have come up over the past few months and will be listening to the equality forum members.

What will you do with information you review from the Forum?

We will listen to everybody and write their views down. Then we will put them into a report for clinicians and other leaders, they will think about the ideas and views of the equality forum to make sure that services are improved in the best way possible.

To view the website click on the following link –

<http://www.ourhealthourcarecl.nhs.uk/>

4 JEWISH COMMUNITY PRESENTATION

Marc Levey, North West External Affairs Manager of The Jewish Leadership Council will attend the meeting, and give a presentation on the work, and involvement of the Council around the Jewish community and on work that is happening locally.

5 REVISED PRIVATE SECTOR HOUSING ASSISTANCE POLICY

(Pages 17 -
24)

Martin Sample, Housing Team Leader (Private Sector), Chorley Council will be presenting this item.

What is the purpose of this item

The Council is consulting on its revised Private Sector Housing Assistance Policy. Equality Forum members' views are sought on the key changes which are being recommended.

Further details are provided in the summary policy document and will be discussed further via a presentation at the Equality Forum on 13 February 2017.

6 DATES OF FUTURE MEETINGS

The next meeting of the Equality Forum will be held on 13 July 2017 at 6.30pm in the Lancastrian Room, Town Hall, Chorley.

Future meetings of the Equality Forum will be held on the following dates:

- 19 October 2017
- 8 February 2018

All meetings will commence at 6.30pm and be held in the Lancastrian Room, Town Hall, Chorley unless otherwise stated on the agenda.

7 ANY URGENT BUSINESS PREVIOUSLY AGREED WITH THE CHAIR

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Equality Forum Councillor Hasina Khan (Chair), and Councillors Jean Cronshaw, Zara Khan and Sheila Long.

Electronic agendas sent to Equality Forum reserves (Councillors) for information.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk

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**MINUTES OF****EQUALITY FORUM****MEETING DATE****Thursday, 28 July 2016****MEMBERS PRESENT:**

Councillor Hasina Khan (Chair) and Councillor Jean Cronshaw

OFFICERS:

Chris Sinnott (Director (Policy and Governance)), Victoria Willett (Performance and Partnerships Manager) and Cathryn Filbin (Democratic and Member Services Officer)

ALSO PRESENT:

David Brown (Chorley Pensioners), Samir Khan (Dosti Men's Forum), Zohaib Sajid (Dosti Men's Forum), Daniyal Saleem (Dosti Men's Forum), Rohail Sajid (Dosti Men's Forum), Kiran Banati, (Lancashire County Council), Neil Rushton, Alice Jones (DENW), Suzie Jones (DENW), Michelle Hunter, Akikur Rahman (Taxi Trade),

16.EF.8 Minutes of meeting Monday, 22 February 2016 of Equality Forum**AGREED -That the minutes of the last meeting of the Equality Forum held on 22 February 2016 be noted.****16.EF.9 Improving services at Chorley station**

The Chair introduced Johnathan Cooke, Network Rail and Craig Harrop, Northern Rail, to the meeting. They gave a presentation on the significant improvement works taking place for train services across the north of England.

Craig Horrocks provided details of what passengers could expect from the new category 3 electric training, that were being rolled out as part of the improvements, which included –

- Power points

- Wifi
- Improved wheelchair access

It was further clarified that wheelchair users would also have access to power points and would be able to communicate with the conductor via a call button.

Johnathan Cooke provided an overview of electrification of railway lines across the north of England, and those works specific to Chorley.

Works relating to Chorley railway station included –

- A temporary platform had been installed for passengers travelling north towards Preston while platform 1 was reconstructed
- Platform 2, which served trains towards Bolton and Manchester was being rebuild in sections and would remain open to passengers throughout the project
- The installation of a new retaining wall beneath Lyons Lane and Brooke Street Bridges to support the railway embankment, to allow for the track to be lowered.

While the work was being carried out, the railway line between Preston and Bolton would be closed every weekend from mid-June until the beginning of October. This meant that there would be changes to weekend and some mid-week evening train services in the Chorley area.

In addition to improvement works taking place on the railway tracks themselves, work had also commenced at Chorley railway station to accommodate the new trains. The works would result in the station subways being temporarily closed while the roofs, which sat beneath the railway tracks, were replaced. However, to minimise disruption, one subway would be kept open at all times. During the disruption, additional staff would be on hand to assist passengers.

Members of the Forum were advised that when the Steeley Lane section of subway was closed, passengers would be available to use the 'stepped' subway as an alternative route. For those passengers unable to use the steps, a free taxi service would be available for persons with reduced mobility.

To ensure passengers were kept informed about the works taking place, information would be displayed at relevant stations, along with supporting posters and hoardings. An online hub was also being established, which would provide passengers with useful, up-to-date travel advice and information.

During debate, members of the Forum raised a number of issues as detailed below with the response –

1. Would part of the improvements works to Chorley Railway Station include better disabled access?

Works scheduled within this scheme would only address issues that related to the electrification of the railway, and the new electric trains. No further work had been planned to improve disabled access during this programme of improvements.

2. A member of the Forum highlighted that not all taxis could accommodate wheelchairs and that there needed to be taxis on standby that were fully accessible for wheelchair users.

This statement was noted.

3. The lack of shelter/canopies available to passengers waiting for trains in unpleasant and often wet conditions. This issues had already been raised a number of weeks prior to the meeting with staff at Chorley railway but nothing had been done.

Johnathan Cooke advised that prior to the Forum, he had visited Chorley railway station and had noticed the lack of shelter available, which he advised would be addressed as soon as possible.

Update from Johnathan since the meeting – a shelter to be installed on the temporary platform by 19 August.

4. There was a lack of information on the temporary platform.

Update from Johnathan since the meeting – Network Rail agreed to install information posters as supplied by Northern Rail.

5. Although it was clear there would be information posters at affected stations, and on the web site. However, consideration was needed to those who were visually impaired or did not have access to a computer.

Johnathan Cooke acknowledged that more needed to be done, to ensure information on the improvement works was accessible to all, and that Network Rail was looking at ways to improve this service.

The Chair thanked both Johnathan Cooke and Craig Horrocks for their presentation.

For travel advice and information use the following website - www.networkrail.co.uk/chorley

At this point the Chair announced a short adjournment in the meeting.

16.EF.10 South Lancashire Physical Disability Partnership

Following the meeting being reconvened, the Chair introduced Puala Jones, Board Chair, Lancashire Physical Disability Partnership, who gave a presentation on the Partnership's work and its members.

The Partnership Board which met quarterly; consisted of a minimum 51% majority of disabled people, including the Chair. The other 49% were representatives from PCT, LCC, borough councils, Lancashire Constabulary and the 3rd sector of which 75% of those were disabled.

In addition to the Partnership Board, there was also a Reference Group which consisted of 90% disabled people which meet quarterly. This group would decide on which thematic groups would be looked at in the forthcoming year. Meetings were held in Preston, for which travel expenses were paid, but members were encouraged to share transport if possible. The meetings were about sharing information, about other meetings or events that had been attended by members and a guest speaker would also be invited to speak on a topical subject.

Membership of the thematic groups would include county and borough representatives, the PCT, police and other key representatives to consult with and offer advice on a number of issues relating to the specific topic. In 2017/18 the South Reference thematic group would be focusing on –

- Employment and Learning
- Social Care
- Transport

To find out more information or to become a member visit the Partnership website at www.lpdp.or.uk or tel 07794 718006.

The Chair thanked Puala Jones for her presentation.

16.EF.11 Visually Impairment Peoples forum for Lancashire area

The Chair welcomed David Hinchcliffe and Denise Wilkinson to the Forum to speak about the work of the Visually Impairment Peoples Forum for the Lancashire Area.

The Forum has membership from across Lancashire and met bi-monthly. Voting rights are limited to those who were visually impaired or blind.

Sighted people were welcome to attend, and were essential for running the meetings.

Prior to the formal element of the meetings, there was a 30 minute socialising and 'catching up' session. This was an important part of the meeting, as in some cases this meeting would be the only contact a member would have with other visually impaired or blind people.

Being visually impaired or blind could leave a person feeling socially isolated. The Forum helped to bring people together, to share experiences and exchange information.

David added that from a personal perspective, he had gained a great deal from being a member of the Forum, before which he had felt isolated. The Forum had given him more confidence and that he had learned so much from other members.

The Forum had also been advising on external work which included the Shared Space Scheme in Preston and the review of Lancashire County Council's library service.

Denise then gave a moving, yet light hearted account of her struggle to come to terms with macular degeneration, and the help and support she received from the Macular Society Support Group and the Visually Impairments Peoples Forum.

For more information on the Macular Society Chorley Support Group tel 0300 3030111.

16.EF.12 Dates of Future Meetings

IMPORTANT NOTICE

Please note, since the last meeting, the date of the next Equality Forum has been moved from 13 October to **Thursday, 29 September 2016 at 5.15pm**, to coincide with the 'Working Together for Wellbeing' event being held on the same day in The Lancastrian, Town Hall, Chorley see the following minute for more information.

16.EF.13 Any urgent business previously agreed with the Chair

The Working Together for Wellbeing event will take place from on Thursday, 29 September from 10am to 4pm. To book your place on the Working Together for Wellbeing event please contact Kiran Banati on 07789 618121 or email kiran.banti@lancashire.gov.uk.

Information and advice would be available for those attending the event, which will also explore the contemporary issues regarding disabled, deaf, blind, deafblind and elderly people living in Lancashire.

Chair

Date



Help us to improve your health and care services

This booklet sets out a range of challenges facing health and care organisations working in Chorley, South Ribble and Greater Preston. This is the first step in the journey to improve services for local people.



Our Health Our Care

Introduction

Health and care organisations in central Lancashire have formed a partnership, to build better services.

By changing how health and care services are organised and provided, local people will be able to access the care they need, when they need it, in the right setting and be better able to stay well.

Under the 'Our Health Our Care' banner, organisations have come together to produce this booklet.

The lead partners are:

- NHS Chorley and South Ribble Clinical Commissioning Group
- NHS Greater Preston Clinical Commissioning Group
- Lancashire Teaching Hospitals NHS Foundation Trust

- Lancashire Care NHS Foundation Trust
- Lancashire County Council

In partnership we want to work across organisational boundaries. Together, we will think differently to overcome the challenges we face in delivering health and care services.

To truly meet the needs of local people it is critical that those who use our services are involved in changes, as well as employees and other stakeholders such as the local voluntary, community and faith networks.

We will work with you to create a modern health and care system, delivering the best possible outcomes for people, now and in the future.



Why should things change?

Bernard's story as we are now

Meet Bernard, he is 86 and suffers from emphysema, type 2 diabetes and arthritis. As a widower he lives alone, but has some family who live in the next town. He is increasingly isolated and depressed, as he is spending a lot of time at home alone.

He does visit his GP but is often unable to discuss all his ailments in a brief consultation. After a fall at home, he tried but couldn't see his GP, instead he called for an ambulance.

Bernard goes to A&E and when he is transferred to a ward due to his injury, he explains his conditions a number of times.

When Bernard is ready to be discharged from hospital, he needs to be seen by social services to make sure he gets support at home, this means he is waiting in hospital until arrangements are made.

When he gets home, his GP and social care support are not connected to get him what he needs.

The cycle starts again and Bernard is admitted back to hospital a number of times before being admitted to a care home.



Bernard's story highlights some of the challenges facing our local population as they use health and care services. Some of the challenges are outlined below.

Patient experience challenges

Our current health and care system can be complex and confusing for people to navigate. This can prevent people from having real choice and often leaves them feeling frustrated by the lack of communication between services about their care.

Health and care organisations need to be working together to smooth the patient journey between services. With a greater focus on patient experience, we can get better at working together and finding ways to improve.

Clinical challenges

The needs of our population have changed, so we need to adapt and think about delivering services differently. For example, people are living longer and often have more complex or multiple conditions. This means we need to support people to stay healthy, and help them maintain their independence at home or in their community.

We need to provide the most appropriate tools, advice and guidance to enable people to make the right lifestyle choices to stay well for longer.

We need services to be as flexible as possible so that people can be treated close to their own home and avoid the stress of going into hospital, or staying there longer than they need to. We need to use medical and technological advances to help us modernise.



Financial challenges

The cost of delivering services has risen for many reasons, including the provision of more specialist care, funding the latest drugs and keeping up with technological advances; all of which are needed to improve the quality of care.

The demand on our health and care services is increasing and budgets are not rising at the same rate. By spending money differently and planning changes carefully with local people, we can continue to prioritise the quality and safety of services, whilst finding improvements across the whole health and care system to enable the best use of the limited resources we hold.

Workforce challenges

There is a national shortage of health and care workers such as GPs, some specialist doctors, nurses and carers. As demand

for services continues to rise, we will need to find a different and more sustainable way to deliver high quality care. Together, we need to think radically about how the workforce could be arranged differently in the future, by looking at the staff we have and the staff we need.

Estates challenges

Some of the buildings used for delivering health and care services are no longer fit for purpose. They were built for different times and needs, and their upkeep can be a costly drain on budgets. We need our buildings to support effective health and care services, to make every visit the best it can be.

We need to invest in and modernise our estates to ensure that the right care is delivered in the right place and where possible alongside other services.



What could be different for Bernard

Remember Bernard our 86 year old widower with emphysema, type 2 diabetes and arthritis – imagine if his journey could be different...

For Bernard, if our health and care services were more joined up, he might have a single contact with overall responsibility for his care, such as Anne - a care coordinator.

Anne would be able to meet with Bernard and others involved in his care such as his GP and social worker, to agree a care plan.

Anne could visit him at home to help him manage his conditions. Bernard will have access to alternative services, which means if he does have a fall, he may not need an unnecessary hospital stay. If he needs to go into hospital after a fall, following a review of his care plan he is able to be discharged quickly.

Anne spends time talking to him about his loneliness and he becomes involved with a local befriending charity and has weekly trips out.

Bernard gets the help he needs, where he needs it and is healthier and happier as a result.



Our Health Our Care

There is clearly a real case for change and as local health and care leaders, we must make this change happen. This is what the Our Health Our Care programme aims to do.

Get involved

Involving local people is at the heart of this work. We will be holding a series of public events to find out what's important to you, what changes we could make and how we can achieve this together. Details of these events can be found on our website:

www.ourhealthourcarecl.nhs.uk

Let us know what you think by coming to one of our events, or by contacting us on the details below.

If together with your input, we agree that major changes to our local services are needed, we will put these forward for formal public consultation to ensure all of our communities have their say.

You can find our more on our website and register for our e-newsletter:

www.ourhealthourcarecl.nhs.uk

Email us at:

ohoc.enquiries@nhs.net

Follow us: [@_OHOC](#)

Like us on facebook:

www.facebook.com/ourhealth.ourcare



Private Sector Housing Assistance Policy

2017-2018

CONSULTATION DRAFT: SUMMARY DOCUMENT

Housing Grants, Construction and Regeneration
Act 1996

The Regulatory Reform (Housing Assistance)
(England and Wales) Order 2002

INTRODUCTION

This summary outlines Chorley Council's policy regarding the information, advice and support to assist home owners and tenants requiring adaptations and other help relating to their home.

DISABLED FACILITIES GRANTS (DFGs)

The Council has a legal duty to provide specialist adaptations to meet the care and mobility needs of people with disabilities to enable them to live independently with privacy and dignity.

The Occupational Therapy service in Lancashire County Council's Adult Social Care Services Department assesses customers' needs.

Chorley Council is responsible for statutory housing functions, whilst Lancashire County Council is responsible for social care.

The Council recommends that from April 2017 the maximum grant of £30,000 can be increased by up to a further £10,000 in order to allow all the recommended adaptation work to be carried out.

The Council also recommends that from April 2017 a 10% fee is applied to each adaptation application. Chorley is unusual in Lancashire in not applying a fee. The funds generated could be reinvested in services or placed in general balances.

Eligible Works for Disabled Facilities Grant

- To assist entry to and exit from the property.
- To aid access into and around the living areas, bedroom, kitchen and bathroom.
- To improve or provide heating and/or light controls.
- To make the home safe for the disabled occupant and other people residing with him/her.
- Access to and from the garden by a disabled occupant.
- Where the existing footprint or layout of the dwelling, including outbuildings and garages, can be adapted or converted to accommodate the facilities required, the Council will not consider any extension to the property.
- Where an extension is necessary, the Council will consider the most cost effective method of meeting the applicant's requirements.
- Where the applicant has a preference for works that are over and above those necessary to meet the disabled person's needs (such as an extension rather than the provision of stair lift and level access shower) the Council will only fund the cost of the original recommended works, with the remainder being funded by the applicant.

Better Care Fund

From 2015/16 the grant paid from Central Government to Local Authorities to help pay for DFGs has been part of the Department of Health's 'Better Care Fund'.

The Better Care Fund is a 'single pooled budget for health & social care services to work more closely together in local areas based on a plan agreed between the NHS & local authorities'.

The Council intends to use the funding that it receives via the Better Care Fund (BCF) to help to address the stated BCF priorities, namely:

- Reducing delayed transfers of care
- Minimising avoidable hospital admissions
- Facilitating early discharge from hospital

CHORLEY ADAPTATION GRANT (CAG)

The Regulatory Reform Order 2002 ("the RRO") introduced discretionary powers for Councils to develop different forms of assistance to meet local needs.

The Council intends to use the RRO to enable us to operate more flexibly and responsively from April 2017.

From April 2017, and subject to available funding, the Council intends to remove the financial assessment for the following types of adaptation requests submitted by the Occupational Therapy service:

- Level Access Shower
- Stairlifts
- Through Floor Lifts
- Ceiling Track Hoists
- Wash-dry toilets (procured via LCC)

To qualify for the non-means tested route to obtaining an adaptation, the required adaptation work would consist of one item only from the above list.

INTEGRATED HOME IMPROVEMENT SERVICE (IHIS)

The IHIS service is a LCC initiative which supports the broad aims of improving or maintaining health and quality of life, and maintaining residents' independence.

It is anticipated that there will be a corresponding reduction in customers experiencing falls, hospital and residential care admissions and overall demand for health and social care services.

Handyperson service

The service includes a number of interventions (this is not an exhaustive list):

- Supplying and fitting grab rails and hand rails
- Changing light bulbs
- Fitting draught excluders
- Carrying out small repairs to paths and steps
- Removing clutter in hallway and on stairs
- Putting up and taking down curtains

- Relocating and/or fixing trailing flexes
- Tracking down or taping loose or fraying carpets

Eligibility for free Handyperson services

Eligibility criteria is as follows:

Customers in the private sector aged 18 and above must **either** have:

- a disability that is, or could be, registered and/or have a diagnosed long term health condition/s that directly affects their mobility or independence to stay safe at home.

Or

- an imminent and/or major risk that will lead to the person having an unscheduled admission to hospital or residential care without intervention.

Or

- The service is needed to facilitate a discharge from hospital where it would not be deemed safe for them to return without intervention

Minor Adaptation service

This service provides housing-related support to disabled individuals.

Minor Adaptations customers are not subject to a financial assessment.

Customers are assessed by an OT for items costing less than £1,000 (typically banister rails, external metal rails and adjustments to steps).

If customers need such adaptations, LCC refer the cases to the Council and we arrange to do the works.

CONSULTATION QUESTIONS

- 1. Do you agree with the recommendation to introduce a non-means tested grant – the Chorley Adaptation Grant – from April 2017 ?**
- 2. Do you agree with the recommendation to allow an additional sum of up to £10,000 above the DFG maximum of £30,000 to ensure that all the recommended works can be carried out ?**
- 3. Do you agree with the recommendation to apply a 10% fee on each adaptation case from April 2017 ?**

NB The customer would not pay this amount themselves – it would instead be added to their grant amount. The funds generated could be reinvested in services or placed in general balances

Please submit your consultation responses by Monday 6th March by the following methods:

By Email:

housing.repairs@chorley.gov.uk

In writing:

Chorley Home Improvement Agency, Health and Wellbeing Service, Civic Offices, Union Street, Chorley PR7 1AL