

MINUTES OF MEETING

SUPPORTING PEOPLE LIASION GROUP MEETING

Wednesday 10th March 2010

Attendees:

Karen Berry (Chair)	Taff Housing
Donna Kenny	Vale of Glamorgan Supporting People Team
Georgia Blackmore	Vale of Glamorgan Supporting People Team
Lisa Doe	Vale of Glamorgan Homeless Manager and Advice
Audrey Broome	Foundation Housing
Jo Carter	Newydd Housing Association
Kim Hughes	Hafan Cymru
Kate Palmer	Trading Standards
Delyth Thomas	Hafod Care
Kath Gallivan	Llamau
Chris Rutson	United Welsh Housing Association
Jayne Collins	Innovate Trust
Gary Ford	Health Through Warmth (Vale of Glamorgan)
Rachel Dickens	Amy Evans
Gary Pearce	Pen Yr Enfys
Paul Baker	Gwalia Care and Support

Apologies:

Pam Toms	Vale of Glamorgan Supporting People Team
Martine Otton	Foundation Housing
Julie Jones	Gofal Cymru
Jen Garroway	Hafod Care
Marijke Jenkins	Vale of Glamorgan Adult Placement Services
Ann Lintern	Vale of Glamorgan Adult Care Planning
Phil Jones	Inroads
Linda Etheridge	Hafan Cymru
Gurjit Kaur	Atal Y Fro
Neil Binnell	Reach
Gillian Parry-Dennes	Reach
Karen Baker	Innovate Trust
Janice Bell	Taff Housing

Minutes.

The minutes of the last meeting were read and one amendment made to the attendees list. Kim Hughes (Hafan Cymru) confirmed she attended the meeting on Tuesday 8th December 2009.

Matters Arising

Malcolm Marshall did not attend the meeting to carry out a presentation on Supported Housing Standards. Chris Rutson (United Welsh Housing Association) advised members that she would ensure that the presentation goes ahead at the next SPLG meeting on 9th June 2010.

Presentation – Kate Ford – Scam Mail (Presentation attached)

Kate Ford of Trading Standards did a presentation on scam mail and door step crime. She advised the group, that mass marketed scams are a problem in the UK and can take the form of bogus and fraudulent offers sent by post, telephone, e-mail. Fake lottery and prize draw wins, bogus psychic predictions, get-rich-quick investment cons and 'miracle' health cures are just some of the tricks used by scammers. Organised criminal gangs often operate the scams.

She explained that the older generation/people with mental health problems are often the main targets and lose the most money to scams and are likely to become 'chronic scam victims'. However, the majority of victims are between the age of 35 and 44.

Kate explained that the long term effects of falling for these scams can be stress, breakdown in family relationships etc.

Door Step Crime – Scammers will often claim to be from the local authority, utility companies and offers of odd jobs such as gardening/guttering etc. £3.5 billion is lost through scams every year.

Trading Standards have recently held 'Scamnesty' where collection boxes were made available in five sheltered schemes throughout the Vale. People were invited to drop off any scam mailings they received for collating by the Trading Standards Office.

Kate advised that any queries/complaints to contact Trading Standards direct:
Tel: 01446 709105
Fax:01446 709768

Email: tscomplaints@valeofglamorgan.gov.uk

Kate also advised the group that she is happy to have informal chats with clients/residents etc and attend team meetings if required.

Please contact Kate on: Tel: 01446 709713

Email: kepalmer@valeofglamorgan.gov.uk

Questions.

Georgia Blackmore enquired how in depth would the discussions be for people, i.e. Tenants, Service Users etc.

Kate explained that arrangements can be made through coffee mornings etc and would be more of an informal chat.

Kate also advised the group that Council tenant newsletters would be used as a way of making people aware of 'Scams'. Information will be provided along with contact details of Trading Standards.

Karen Berry asked how successful is court action.

Kate advised for the mass marketed scams, i.e. Spanish lottery, Interpol are taking forward.

Door Step Crime – Providing victims are willing to attend court, Trading Standards are getting good sentences.

Audrey Broome asked if there are any 'Insurance type scams'.

Kate advised there is an advice service if anyone wishes to access where information can be given.

Presentation – Gary Ford – Health Through Warmth (presentation attached)

Gary Ford gave a presentation on the Health Through Warmth Scheme within the Vale of Glamorgan. He informed the group that the scheme has been running in the Vale of Glamorgan since 2002 and over 2,150 have been referred. Npower who provide the funding for the scheme in the Vale will make a decision next summer whether to continue the funding for the scheme here in the Vale. Gary advised the group that it is important that agencies make referrals to try and keep the scheme running in the Vale as currently the funding is scheduled to end December 2011.

Gary explained that the aim of Health Through Warmth is to facilitate the insulation of energy efficiency and heating measures for householder who suffer from long term illnesses and health conditions.

- Health Through Warmth can help someone in a property who has a health condition regardless of the age.
- Health Through Warmth can help people who own their property, privately rent and in some instances council properties.
- Referrals come from a wide range of sources.
- There are various grants for insulation and heating. Some grants are means tested while others are age related.
- Health Through Warmth finds the most appropriate funding for clients and oversees the process.
- The Health Through Warmth crisis fund can be used when no other assistance is available.

Health Through Warmth provides free training to front line staff to inform them about what the scheme entails, how to refer people and how to detect households in need of Health Through Warmth assistance.

Health Through Warmth has introduced various initiatives in the Vale such as Hot links leaflets, displaying posters in pharmacies, surgeries etc to try and reach more people in need.

Health Through Warmth has had contributions of £35,000 from various charities since the scheme started in the Vale which has been used for clients with various needs.

There is a Health Through Warmth website. Anyone wishing to access the information should visit:

www.valeofglamorgan.gov.uk – Health Through Warmth can be found under Home Grants/energy.

Questions:

Delyth Thomas (Hafod) enquired if confirmation of a medical condition is required from a GP following a referral?

Gary advised that it is not necessary to provide a GP's letter.

Georgia Blackmore enquired if a person with a condemned boiler would qualify for a replacement.

Gary advised that the scheme would cover installation of extra radiators etc but not the installation of a new boiler.

Karen Berry (Taff Housing) enquired about the process following a referral. Gary explained Health Through Warmth will arrange for a surveyor to give a free no obligation survey. Health Through Warmth will then look at various sources, such as charities, the Health Through Warmth crisis fund and contributions from the applicant etc.

Training Opportunities or Feedback

- Cardiff and Vale Mental Health Team have now ended mental health training.
- Karen Berry (Taff) advised the group that there is free training on safeguarding children and families Level 1 on 16th March 2011.
- Kim Hughes (Hafan Cymru) informed the group that CAB attended their team meeting. Kim also reminded the group that it was Atal Y Fro's Women's Day at the Barry Memorial Hall.

Questions

No questions were asked and none were received prior to the meeting.

Suggestions for Future Meetings

It was suggested by Pam Toms that some Providers volunteer to do a presentation on Service User Participation so that ideas can be shared. Please can any Providers willing to do a presentation email Pam Toms:

ptoms@valeofglamorgan.gov.uk

Kay Quinn (Atal Y Fro) will do a presentation at the next meeting to make everyone aware of the organisations change of focus as well as the change of name.

AOB

Donna Kenny (Supporting People Team) informed the group that there is a 0.5% uplift to Supporting People Funding from 1st April and that this will be passed onto all Providers. Members of the group were also asked to ensure they submit their invoices for the period 1st April 2010 to 31st March 2011 to ensure payments can be made from April.

Performance Indicators – Georgia Blackmore (Supporting People Team) informed the group that the PI's are no longer required as the Supporting People performance indicators have been deleted by the All Wales Data Unit from 1st April 2010.

Outcomes Monitoring – Georgia Blackmore informed the group that the Pilot will end in May 2010 where the overarching group made of Supporting People Information Network Members and Cymorth Members will collate the information gathered and decide on the future of outcomes monitoring.

Chair of next meeting, time and date.

Delyth Thomas, Wednesday 9th June 2010, 2.30pm in committee room 3, Civic Offices.

