



Inverclyde Community Care Forum

Annual Report

April 2004 – June 2005



INVESTOR IN PEOPLE

Inverclyde Community Care Forum is a Company Limited by Guarantee Company No: 265659

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Our Remit

Inverclyde Community Care Forum is an Independent Voluntary Organisation, set up in February 1992 following the introduction of the Community Care Act 1990.

On 1st April 2004 we became a Company Limited by Guarantee. Our work is directed by our Board of Directors, which is made up of 16 representatives from community/voluntary organisations and local individuals with an interest. Collectively we influence and work with statutory bodies such as Inverclyde Council and NHS Argyll and Clyde.

Inverclyde Community Care Forum enables people with disabilities, health problems and their carers to exercise their right to have a say in decisions which affect their lives.

We do this by:

- Listening to and acting on the views of users of Community Care Services and their Carers.
- Supporting Users and Carers to speak up and make a difference.
- Identifying common issues of concern and develop solutions.
- Influencing policy and practice.

Inverclyde Community Care Forum has made a difference in Inverclyde by ensuring decision makers take into account the needs of local people who use services, their carers and the local community. We have helped bring about long term improvements to services by having a 'seat at the table' along with health and social care agencies. Inverclyde Community Care Forum is a partner within the 'Local Partnership Agreement' which has been drawn up jointly to take forward the Joint Future Agenda.

There is still a job to be done. Too many people's experience of Community Care remains disabling and many users and carers face stigma and discrimination in their daily lives. This is despite the fact that Community Services have increased and many care staff are working to give people more choice and control over their lives.

Rising demand and expectations against reducing public investment in local authority and health service presents a severe challenge to the statutory agencies. Involving users and carers is essential if public money is to be both wisely and effectively invested.

We will help make the best use of available resources by translating people's own stories of their experiences into discussions for improving and changing existing services as well as developing new ones.

We will reach out to local people who use services and their carers in as many different ways as possible offering opportunities to get involved in planning at a local and national level.

Inverclyde Community Care Forum will continue to strive to bring about an immediate practical improvement in the lives of users and carers as well as working for long term changes in the way services are designed and delivered.

Project Update

This has been another exciting and productive year for our Project. Our network now has the capacity to reach thousands of local people with an interest. We have also developed systems to reach the wider community to keep them informed and give them the opportunity to join our Network and have established a number of working groups looking at specific areas. In addition, we have developed new techniques for involving local people in a real and meaningful way, moving away from the tokenistic approach. The following is a brief overview of our work during the last year.

Partnership in Practice Agreement

We consulted with private/voluntary providers, carers and service users on the Partnership in Practice Agreement 2004 – 2007, which includes the proposals to develop Learning Disability services in line with the Same as You? (2000). A full report on this consultation will be available shortly.

Homeless Services – Inverclyde Centre

“At present homeless people living in hostels have no rights in relation to their accommodation.” As a result of our work with the residents of the Inverclyde Centre, on the proposed new rights of temporary residents, the Local Authority is incorporating - viewing of accommodation prior to signing an occupancy agreement into their procedures. The consultation also led to the formation of a residents group who are busy giving their feedback on the lay-out and wording of the new resident’s handbook.

Stepwell-in Healthy Living Initiative

We have been working with Stepwell-in, Inverclyde’s Healthy Living Initiative, over the last year. We have carried out a survey on healthy eating in the over 60’s and are in the process of evaluating their recent training courses on ‘Food for Health’ and ‘Older People’s Nutrition’. We have also been commissioned to produce quarterly Newsletters, on their behalf.

Direct Payments

We continue to develop and support the new Direct Payments consultation group, which is made up of local people who use services and their carers. The group have commented on the information pack and leaflet as well as the Direct Payments contract. The group also plans to produce a ‘user friendly’ version of this document.

Ravenscraig Reprovision

We have been working with the Ravenscraig Reprovision Group to plan this local service change. We have two representatives on the Ravenscraig Reprovision Group. This group will produce alternative proposals that set out how Mental Health, Older People's and Physical Disability Services will be provided locally. We hope that this exercise will bring about service improvements for local people and that they will be cared for in the most appropriate setting of their choice, that meets their needs. A working group, made up of representatives from our Network, will be set up.

ACUMEN

We continue to work with ACUMEN (Argyll & Clyde United in Mental Health). The Inverclyde group now has access to a video conferencing facility within our office and meets on a regular basis. This facility allows the group to talk to other mental health groups in Argyll & Clyde.

Carers Strategy Consultation

We carried out a consultation on the Inverclyde Carers Strategy. The Strategy builds on and highlights the continued commitment of the statutory agencies to improving the services they offer to carers, already outlined in the Inverclyde *Carers Charter*.

Single Shared Assessment

We evaluated the Single Shared Assessment pilot in partnership with INFUSION. This involved meeting with local people on a one to one basis who had experienced the new assessment process, during the pilot project.

Intergenerational Project

We have been working with Phoenix Health Project on the new Intergenerational Project. This project brings together young and old to bridge the generation gap!

Scottish Voice & Choice Project

We worked in partnership with Age Concern Scotland to co-ordinate Scottish Voice and Choice confidence building training for eight older people from various community groups in Inverclyde. The programme is about communicating with confidence to ensure that older people don't get left behind in today's fast changing society. We plan to use this training programme to enable more local people to have a 'voice'.

Older People's Service Proposals

We consulted with local people on the proposals to develop an Older People's Integrated Service in Inverclyde. We used a wide range of approaches and methods to involve as many older people in this process. Everyone involved in the consultation was given a six month progress report which took into account feedback and comments from the original consultation. Our Board has arranged to meet a representative from Inverclyde Council in August 2005, who will bring us up to date on the proposed action plan to move forward with the development of older people's services in Inverclyde.

Inverclyde Health Network

We have been working with CVS Inverclyde and Phoenix to develop the Inverclyde Health Network. This Network is made up of representatives from our Network who have a specific interest in Health.

Clinical Strategy Consultation

Our role was to disseminate information and give local community groups and individuals with an interest, the opportunity to attend one of three consultation meetings. The format of the meetings consisted of presentations from health board officials followed by informal discussion groups. All issues and concerns were noted and fed back into this consultation process. In addition NHS Argyll & Clyde arranged public meetings to reach out to the wider community. As many of you will be aware the final decision on how and what type of health services will exist locally, has still to be announced. Watch this space.

Inverclyde Community Alliance

We have been working with the new Inverclyde Community Alliance and have representatives on the Health and Well-being theme groups.

Inverclyde Elderly Forum

We continue to support and develop the work of Inverclyde Elderly Forum. We have been working to develop the Network of older people and keep them informed and involved in their local community. We produce a quarterly newsletter with articles generated from local older people as well as general information. The circulation of 300 newsletters every quarter has generated a significant increase of enquiries we now receive at our office.

Inverclyde Respite Care Forum

We have been working with Inverclyde Carers Council, Inverclyde Carers Centre in supporting the Respite Care Forum.

Website Development

We are currently in the process of developing our new Website. Our Directory of Services, which we produced with funding from the Community Fund, will be updated and available on the Website as an information link. We will also make available our Newsletters, existing and previous consultation documents with the facility for comments and/or feedback.

The Future

We are in the process of applying for additional funding to further develop our work. This additional funding will allow us to build on our existing knowledge and experience and employ additional staff.

We have examples of effective community engagement and evidence of local people taking an active part in their community and influencing the development of community care services.

We will continue to enable local people and their carers to have a more meaningful and effective influence over local developments. Our work will allow us to move away from the tokenistic approach and further develop a two way communication system through our umbrella network.

We plan to further develop our network to address any gaps in service user involvement and representation, as well as broaden our network to include the wider community of Inverclyde.

If you would like to get involved with Inverclyde Community Care Forum please speak with a member of our Board or staff, or contact our office:

At 12 Clyde Square, Greenock, PA15 1NB or Telephone: 01475 728628.
Email:enquiries.iccf@fsmail.net

Board of Directors and Staff

Board Members

Chairperson	Nell McFadden	Inverclyde Elderly Forum
Vice-Chairperson	Alistair Brown	Inverclyde Council on Disability
Treasurer	Ina Miller	Asthmatic Caring Group
Secretary	Karen Haldane	Project Manager

Leila Tarbet	ENABLE (evening club)
Cathy Scott	Inverclyde Advocacy Service
Catherine Maynard	Epilepsy Group
Donald McDonald	Inverclyde Elderly Forum
Agnes Curran	Inverclyde Association for Mental Health
Margaret Deveaney	Inverclyde Carers Council
Margaret Telfer	Inverclyde Churches Together
Sylvia Kelly	Individual
Jean Martin	Inverclyde Carers Council
Senga Reilly	Alzheimer's Scotland
Jim MacLeod	Inverclyde Council on Disability
Bridie Donnelly	Quarriers

The Board is elected from our Membership which is made up of local people who use services and their carers as well as local organisations and individuals with an interest in 'Care in the Community'.

Staff

Project Manager	Karen Haldane
Development Worker	Alice Paul
Clerical Assistant	Angela Gallacher
Clerical Assistant	Jacqueline Beaton
Clerical Support Worker	Sandra Alexander