

NATIONAL ASSOCIATION OF FINANCIAL ASSESSMENT OFFICERS

MEETING OF THE MANAGEMENT COMMITTEE ON Wednesday 26th November 2008 at 10.30 a.m. at the Birmingham and Midland Institute

Attendees:

Trevor
Judy
John
Gwyneth
Tina
Pam
Bridgette
Sue
Robbie

Apologies:

Beverley
Yvonne
Jan
Julie

Chairmans Update

Trevor has e-mailed Richard Campbell regarding clarification on state pension increase anticipated for January

Trevor also asked about annual up rating of capital limits etc – Richard will feedback when he has the information.

Following the Holiday Inn cancelling our booking for June 2009, Pam has researched alternatives. The Copthorne is most cost effective and Pam has confirmed a booking.

1. Membership Update

Fees update: 153 paid up, those not paid Slough, Shetland, Hartlepool and Bradford

2. Website

Judy's colleague has reviewed the options and following evaluation of the submission from each company, would recommend BREAM TEAM. They have designed and support the APAD site.

We would need to decide who has access and training to upload to the website.

Discussion around engagement with APAD, and working towards best practise and joint up working. Judy is on committee.

Decision: BREAM TEAM is the preferred supplier. Specification needed and further information on annual costs from BREAM Team.

It is important that we have the facility to deny/withdraw access to those who do not renew the annual subscription. Advice needed on how this can be done.

It would be helpful if members are required to identify themselves by name and local authority when registering – current forum makes it difficult to identify those who post and respond.

It would be helpful if the website could include a facility for members to post details of payment rates to providers, charging rates etc on an annual basis but data restricted to those who share their data ??

The Forum must be used to prevent the circulation of e mails, which is becoming increasingly frustrating as out of date lists continue to be used and addresses become corrupted resulting in incomplete circulation.

Spec information:

- Constitution
- Membership list
- Good Practice Guide
- Members Forum - Subject Headings to be: Financial Assessment Process; Residential Excluding Property; Residential Property; Financial Protection; Fairer Charging; Self Direct Support; It Systems; Suggestion Box
- Agenda and Notes of Meetings: national & regional
- Legislation – LAC'S, CRAG & FC– links to useful websites (DH, DWP, Ombudsman, Age Concern etc)
- Bulletin Board
- New member application area – replacement of members/ update my details area.
- Authority declared rates for charging and payments – method of gathering information annually.
- E Learning ??????

Tina to e mail members for councils payments rates for April 2009 in March 09. Committee members to send Tina current rates to start template.

3. E learning

Trevor suggested that, notwithstanding current staff, the course to be completed after a set period of staff induction – i.e. six months or when the line manager feels the candidate is ready.

Decisions :

a. Provisional content signed off

b. Preferred style will be based on tick boxes with the explanation for the correct or incorrect answer to appear when the question is answered.

c. To commence the management committee agreed that we would ask Ivysoft to host the course on their website and offer the Learning Management System – **Total cost £1,500 per annum** (£1,000 for LMS, Hosting approx £200 per annum , individual user licences approx £300) plus development cost of approx £5,000, with a view to hosting on NAFAO website in the future.

d. Trevor to speak to company regarding practicality of administration options.

e. There will be a pass grade which will need to be achieved; if this is not achieved they will be referred to re sit the course. Certificate will be produced to denote average pass rate and element of e learning area passed. Agreed pass rate 90%

Anticipated development time is 8 to 10 weeks.

f. Trevor to seek volunteers to test draft programme when ready.

4. Good Practice Guide

Trevor has produced documents for each topic discussed by groups at the conference. These need to be configured into formatted good practice guides ready for the E learning package. There are 17 documents some of which are copies of records such as case law, counsels opinions and commissioner decisions. The volume split was agreed.

These will be issued to members, for good practice. Each LA can tailor for their specific processes and procedures.

Suggested information to be added on, good practice for plain English and easy read.

Volunteer groups to edit the draft documents to be lead by committee members:

VOLUME 3	Charging Policies – Pam
VOLUME 4	The Financial Assessment Process - Gwyneth
VOLUME 5	Assessing the Costs of Disability - John
VOLUME 6	Charging for Non Residential Care - Beverley
VOLUME 7	Charging for Residential Care (excluding Property) - Sue
VOLUME 8	Charging for Residential Care, Property Issues - Bridgett
VOLUME 9	Financial Protection of Service Users – Judy
VOLUME 12	Fast Track Review and Complaints - Robbie

- Volume 13, An introduction to State Benefits – Request to be made to Gary Johnson to lead.

Trevor to confirm timescales, anticipated completion is mid February

5. Two Day Meeting – Evaluation (Tina)

51 responses received. General evaluation was good. Main feedback was around good practice on meetings i.e. microphones and name tags. Proportioning the day equally between Residential and Fairer Charging and having more than one speaker.

Agreed to recommend holding the next two day event in 2010 with an i Item to be on the agenda for June 2009.

For future meeting we will ask members to submit questions for the open forum. We will then chair the question and take notes on responses.

6. Counsels Opinion

Rochdale - Service User on Direct Payments, CHC determination being refused by service user and representative. Request to seek support for Counsel Opinion on options available to force service user to have a determination. Agreed.

Stockport request on Personal Injury issue - Agreed

7. Agenda for March 2009 Meeting (All)

Christine Cooper and another from Field Court Chambers to present on – Debt Recovery and Recovery from Estates.
Self Directed Support
Feedback on Two Day Event
E Learning
Good Practice Guides
Submission of Questions (Open Forum)
Invoices for 2009/10

8. Catering for March 2009 Meeting (All)

Same arrangements as last year.

9. Agenda for June 2009 Meeting (All)

Ombudsman – Tony Redmond
New Website demo/launch
Group Work
Good Practice Guides
E learning – demo?

10. Catering for June 2009 Meeting (All)

Fixed Lunch included in booking at the Copthorne.

11. OPG

Tina to chase APAD regional notes regarding payment of OPG application fee exemption under NAA section 49.