

Personal Assistant Programme Board Meeting Minutes

Thursday 6th April 2023, 10:00 – 12:00

Attendees	Organisation
Donald Macleod (co-Chair)	Self Directed Support Scotland (SDSS)
Christina McLaren (co-Chair)	Scottish Government
Toria Fraser	Scottish Government
Lee Crosbie	Scottish Government
Robin Miller	IMPACT, University of Birmingham
Jeremy Adderley	Self Directed Support Scotland (SDSS)
Donna Murray	Social Work Scotland
Anne-Marie Monaghan	Independent Living Movement
Jim Elder-Woodward	Independent Living Movement
Becs Barker	Community Contacts, Carr Gomm
Des McCart	Healthcare Improvement Scotland (HIS)
Sharon McLeod	Ayrshire Independent Living Network (AILN)
Charlotte Pearson	University of Glasgow
Margaret Petherbridge	Chair of SDS Practice Network (SWS and Falkirk Council)
Les Watson	Personal Assistant Network Scotland (PANS), WEA
Gemma Wilson	SDS Cornerstone
Allison Lockhart	Personal Assistant (PA)
Julia Smith	PA Employer
Fran Holligan	COSLA
Karen Albrow	PA Employer
Joanne McGee	Take Ctrl East Dunbartonshire

Apologies	
Lyn Pornaro	Disability Equality Scotland
Peter Scott	Independent Living Fund Scotland
Don Morrison	Scottish Government
Pauline Nolan	Inclusion Scotland
Karen Young	Scottish Government
Ali Upton	Scottish Social Services Council (SSSC)
Kayleigh Hirst	Self Directed Support Scotland (SDSS)
Julia Lawrence	Self Directed Support Scotland (SDSS)

Welcome and approval of minutes	Actions
<p>Christina McLaren, Scottish Government has taken on the role of co-Chair of the PA Programme Board.</p> <p>Christina provided an update from the Scottish Government:</p> <ul style="list-style-type: none"> • Maree Todd has been appointed as the new Minister for Social Care, Mental Wellbeing and Sport. An invitation will be made to Ms Todd to attend a future meeting of the PA Programme Board. • The Stage 1 timetable for the National Care Service has been extended to run until the summer recess to allow time to consider questions raised around the Bill. <p>The minutes of the PA Programme Board of 12 January 2023 were approved.</p>	

Review of action points from the last meeting	Actions
<p>Most actions raised at the last meeting have been closed.</p> <p>Updates on outstanding actions from the meeting on 12th January:</p> <ul style="list-style-type: none"> • <i>SG to share with the PAPB the link to the Parliament website when the NCS final committee report for stage 1 is published.</i> <p>NCS timetable has been extended until June so SG will share a link to committee report for Stage 1 when it's published.</p> <ul style="list-style-type: none"> • <i>Training Framework to begin with a scoping exercise of what training is currently being delivered by different organisations across the country in order to identify best practice. This will lead to the development of a training programme.</i> <p>Recruitment is underway for two part-time posts to develop the Training Framework, and begin the scoping exercise.</p> <ul style="list-style-type: none"> • <i>Recruitment Subgroup to explore setting up PA relief pools, and consider sensitivity, boundary and training issues, such as how to ensure procedures are in place to ensure PAs employed on a relief basis can be given the necessary training by the PA employer on their individual specific needs</i> <p>Recruitment Subgroup to discuss this at their meeting in May.</p> <ul style="list-style-type: none"> • <i>Planned launch of the Direct Payments survey on differentials in payment rates locally ready at the end of January 2023 with analysis to be undertaken in March 2023</i> <p>Survey was launched end of January and analysis is currently underway.</p>	

Updates on the work of the subgroups	Actions
<p>4.1 Training subgroup</p> <p>The grant funding for the national PA training framework was agreed and final stage of recruitment is underway for 2 posts. Their role will involve a scoping exercise of what training is currently available to PAs to inform the construction of a framework and training content.</p>	

4.2 PA Direct Payment subgroup

The Direct Payment subgroup have completed the DP survey with all local authorities and the data is with an independent researcher. A short life working group has been formed to analyse the data. There is a consultation with the members of the DP group who also represent DPOs, CILs, ISOs and SIRDs to explore current practice and challenges, and what good DP support looks like. This will all feed into the core components of developing the National Agreement.

4.3 PA Communication and Information subgroup

The group's last meeting focused on the PA and PA Employer Handbook. A content review process has been developed to keep the Handbooks up to date. The new PA-led newsletter will also be used to provide regular updates on Handbook content. Christina McLaren will attend the next subgroup meeting to discuss revision of the PA Programme Board's Terms of Reference (ToR).

4.4 PA Recruitment subgroup

Kayleigh Hirst is the new caretaker Chair of the Recruitment subgroup. The subgroup will meet on 4 May when they will look at the report from the PA awareness campaign, the results of a survey of SiRD organisation to find out their most successful recruitment methods, and explore potential developments to the My Job Scotland PA page.

4.5 PA Wellbeing subgroup

The Wellbeing subgroup have made a successful application to IMPACT, a national programme based at the University of Birmingham, for a project around PA wellbeing. The subgroup have been working with IMPACT on the approach and advertising the 2 dedicated strategic improvement coaches' vacancies. The successful candidates are expected to take up their posts in July 2023 [see also agenda item 6 presentation on IMPACT programme].

The group have also:

- Discussed potential uses for £50,000 provided by Scottish Government to improve PA wellbeing and asked PAs for suggestions in the latest PA newsletter
- Met with Skills for Care to learn what they have been doing to support PA and PA Employer wellbeing
- Continued to support the National Wellbeing Hub <https://wellbeinghub.scot/> and making sure the resources are relevant to PAs.

Recruitment subgroup to evaluate the results of the survey undertaken by Becs with SiRD organisations to explore their most popular recruitment methods

<p>1.6. PA Data subgroup Don Morrison is currently chairing the Data subgroup, which has met three times and agreed a Terms of Reference. The group has been preparing the questions for the 2023 Annual PA Workforce survey which went live on 1st April 2023.</p> <p>Glasgow University have made a successful application to the Scottish Graduate Social Science School for a fully funded PhD looking at Personal Assistance. Recruitment of the PhD candidate is currently underway, and they are due to start in October 2023. The PhD focus will be on research on workforce, changing conditions and social care reform, and the student will join the subgroup.</p> <p>The group are also examining how to measure the PA workforce, the vacancy rate and how many PAs are active and inactive. Possible avenues include payroll providers, SDS practice network and PVG Disclosure Scotland check from 2024.</p> <p>4.7 PA Networks subgroup Becs Barker has agreed to Chair the group going forward. When the group next meet the focus will be on the group's name and purpose which is around peer support and the ability for people to build networks between themselves as groups of PAs.</p>	
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PA Programme Board Secretariat	Actions
<p>5.1 Workplan The live PA Programme Board workplan can be accessed through the following link: PA Programme Board Workplan link</p> <p>Subgroup Chairs were asked to review their workplan actions and check membership of their subgroup at their next meetings.</p>	<p>Subgroup Chairs to review their actions against the PA Programme Board workplan to monitor</p>

<p>Jeremy Adderley shared an infographic of the PA Programme Board Workplan summary which gives a snapshot of who is on the Board, the work of the subgroups and highlights from the past few months. The Board agreed that the infographic should be updated twice a year. Any feedback on the Infographic is welcome and subgroup Chairs were invited to say what milestones from their group should be included: PAPB Workplan Infographic Summary</p> <p>5.2 Annual PA Workforce Survey 2023 The second annual PA Workforce online survey went live on 1st April 2023 with SDSS leading on its delivery. The Data subgroup, Wellbeing subgroup and Communication and Information subgroup have all contributed to it.</p> <p>SDSS are tracking the success rate of different distribution methods including direct to PAs, through organisations, and through Mark Bates Insurance and Curam Care for the first time this year.</p> <p>It was suggested that a survey of PA employers may also be beneficial to examine how the work of the PA Programme Board has been beneficial to them and what additional support they would like.</p> <p>5.3 PA Newsletter SDSS are working with PAs to produce a new format of the regular newsletter. The first edition was published in March and had a 55% open rate. SDSS will track data from the newsletter and report back on content of most interest to PAs. The new newsletter format also allows a route for new PAs to sign up and be added to the distribution list.</p>	<p>progress against the workplan</p> <p>Subgroup Chairs to review the membership of their subgroups and update as necessary</p> <p>Subgroup Chairs to consider the key milestones to be highlighted in the infographic of the PA Programme Board workplan and report to Jeremy.</p> <p>Explore carrying out a survey with PA employers to examine how the work of the PA Programme Board has been beneficial to them</p>
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Presentation by Robin Miller	Actions
<p>Robin Miller, National Demonstrator Lead for the national IMPACT team, gave a presentation on IMPACT, the UK centre for implementing evidence in adult social care. The centre examines new ways of using evidence to better inform practice and policy through testing models to support implementation of adult social care. The Demonstrator model which has a focus on issues of strategic importance: local or national policy in relation to adult social care.</p> <p>There is currently not a lot of evidence available on PA wellbeing. Funding has been made available to the Wellbeing subgroup to employ two 0.5FTE strategic improvement coaches to look at the issue of wellbeing and PAs to inform practice across the whole of the UK. The project also has access to a £10k participation and improvement budget, support from national Demonstrator lead, and participation expenses.</p> <p>A discussion focussed around ensuring employers aren't undermined, and concerns that PAs may be absorbed into the social care workforce. It was agreed that all IMPACT work should recognise the needs and perspectives of all the people involved. It was also highlighted there needs to be a consideration of the relationships of unpaid carers with PAs – taking a holistic family perspective.</p>	

Other updates	Actions
<p>7.1 SDS Improvement Plan The SDS Improvement Plan has been developed by the National SDS Collaboration, the Scottish Government and COSLA and is now in its final stages. The Chair thanked the Board for their comments so far and explained that any final comments should be sent to James McNulty by 7th April before the Plan is signed off by the Minister and COSLA.</p> <p>7.2 PA Network Scotland (PANS) update PANS are working on creating a new PA membership database and updated website that will allow more effective communication with members and gather useful PA data. It is expected that the new website and database will be ready in the summertime.</p>	

PANS are also creating a PA Advisory Board that will consist mainly of PAs, to drive the future of the membership organisation. The advisory board members will become PA ambassadors in different regions of Scotland, with an aim to grow the membership and ensure the voice of PAs is included. PANS are also exploring union membership as part of their membership offer.

PANS are continuing discussion with the Blue Light Card scheme to include PAs as eligible workers, using PA ID Badges as identification.

7.3 Independent Review of Inspection Scrutiny and Regulation (IRISR) update

Donald sits on the key stakeholder panel and members of the IRISR had expressed an interest in PA regulation. Donald confirmed that the PA Programme Board don't want to pursue regulation, and this is also not the intention of the Scottish Government. IRISR asked for up to five positive recommendations that the review could make and from the suggestion made by the PA Programme Board. Donald will formalise and share with the review.

Dates of next meetings	Actions
<p>The dates for the next meeting of the PA Programme Board in 2023 are:</p> <p>Thursday 29th June, 10:00-12:00 (open meeting)</p> <p>Thursday 28th September, 10:00-12:00</p> <p>Thursday 14th December, 10:00-12:00</p>	