

## Thurrock Coalition



## LPA Champions Information & Awareness Event Report

### Introduction

Thurrock Coalition offers advice and support for disabled and older residents of Thurrock and their carers. We are a wide network of individuals and groups aiming to inform people about their rights and entitlements and to improve the quality and choice of services that might assist them.

### Context

The “*LPA Champions Information & Awareness*” Event was held in September 2016. It was an event for Statutory and Third Sector organisations & staff to:

- Increase Awareness and understanding of LPAs and the LPA Champions Initiative in Thurrock and thus:
- Increase uptake through individual and organisational referrals and signposting to the Champions.

The event covered: How Lasting Power of Attorney (“LPA”) works What an LPA Champion is and does. How to contact your local LPA Champions. How LPA Champions can help with making sure individuals get the right information, completing and submitting the LPA Application and signposting you to professionals in complex situations

### Event Audience

The event audience included individuals and organisational representatives who support, provide advice or information to older people, carers, disabled people or vulnerable adults in Thurrock. A list of organisations who were represented at the event can be found in the Appendix.

## **Recommendations and Next Steps**

### **Background**

The Office of the Public Guardian (the “OPG”) is keen to expand the uptake up of Lasting Power of Attorney (LPAs).

The OPG believes that the engagement of local “Champions” would be an effective way to increase awareness and understanding of the process and benefits of these instruments.

There is a smaller take up of LPAs in Thurrock overall (when compared to other boroughs) and a disproportionate concentration of LPAs within the most affluent residential districts.

Following discussions between the Independent Chair of the Thurrock Adult Safeguarding Board, representatives of Thurrock Coalition and senior officers at the OPG, it was agreed that a LPA Champions Initiative would be set up in Thurrock.

This was achieved by identifying a cohort of representatives from third sector/voluntary organisations locally, from a broad range groups supporting under-represented groups. The identified individuals and organisations were then invited to training that was delivered by the OPG in Thurrock.

Thurrock Coalition hosted and facilitated a training day to become a Lasting Power of Attorney (“LPA”) Champion. The training took place in late November 2015 and was delivered by senior regional personnel from the Office of the Public Guardian and consisted of 2 cohorts of trainees, with each session lasting approximately half a day. The training sessions took place at Thurrock Adult Education College on Richmond Rd, Grays.

### **The Thurrock LPA Champions**

The LPA Champions are existing paid employees of entities providing free information, support and/or low level advocacy, willing to add the LPA issues to the portfolio of subject matter in which they are already trained and resourced.

The Champions are appropriately trained individuals who promote accessibility and usage amongst a wider demography by assisting people with form completion.

It is believed that the costs normally associated with instructing solicitors to complete LPAs is a potential barrier to some (upwards of £800 per application), especially for those of limited disposable income.

It is a condition of the OPG’s involvement that the service provided by Champions must be without charge. In addition, although not advising, participant organisations should ensure their employees/Champions are adequately insured/indemnified.

The 17 Champions included representatives from:

- Age Concern Thurrock: (01375 389872/3)
- BATIAS: (01375 389869)
- CARIADS: (01375 659172)
- Parent Advisory Team Thurrock (PATT): (01375 389894)
- Stroke Association: (07515 596 699)
- Thurrock Centre for Independent Living (TCIL): (01375 389864)
- Thurrock Lifestyle Solutions: (01375 370460)
- Thurrock Mind: (01375 391411)
- Thurrock Council Workforce Planning: (01375 652674)

### The Role of the LPA Champions

The LPA Champions may not all have the same role in achieving the desired outcomes, with a range of roles being needed, but individual's not necessarily delivering all of them:

- Ability and opportunity to **promote the benefits of LPAs** to appropriate people in appropriate circumstances
- Ability and opportunity to **create secondary promoters of the benefits of LPAs** to appropriate people in appropriate circumstances.
- Ability and opportunity to **promote basic understanding of LPAs, the process and costs** involved
- Ability and opportunity to **advise on the common issues**, risks and problems that can occur with LPAs
- Ability and opportunity to **assist with the completion of LPA applications** for those that require assistance.

### Collated Activities of LPA Champions to date: January 2016 to June 30<sup>th</sup> 2016

Activity	Total
LPA Form Completion	28
Support for basic understanding of LPAs	106
LPA Promotion & Events held	25
Signposting to OPG	23

### Publicising the initiative

Organisations are displaying and distributing leaflets in offices, speaking to drop ins, delivering talks, building awareness with clients and staff. Thurrock Coalition has produced leaflets, posters, postcards and flyers and continue to publicise the initiative.

Thurrock Centre for Independent Living has updated their website ([www.tcil.org.uk](http://www.tcil.org.uk)) to include a dedicated LPA page and links to social media.

The form completions carried out to date have saved Thurrock residents an estimated total of £23,800.

### **“LPA Champions” Information & Awareness Day, Format and Aims of the Activities**

Our professional and practical experience, coupled with our research and engagement activities in recent years has shown that interactive and inclusive exercises within workshops increases practical understanding fosters ongoing interest and awareness.

To this end we distributed an “LPA Awareness Quiz” to attendees, covering key questions and issues relating to Lasting Power of Attorney applications, personnel, processes and procedures. We then distributed and discussed the answers to the “LPA Awareness Quiz.” This exercise helped to dispel common misconceptions about what exactly is involved and required when completing an LPA.

The presentation which followed (see Appendix) covered the following key elements of LPAs:

- What is a Lasting Power of Attorney
- Reasons for making an LPA
- 2 types of Lasting power of Attorney
- The definition of Capacity
- The 5 principles of the Mental Capacity Act
- Information regarding the legal provisions on Capacity
- The costs associated with LPAs
- Discussion on situations where the Attorney believes the Donor has lost capacity...
- The process of completing an LPA including making, registering or ending a lasting power of attorney

The interactive and group based elements of the event continued with a series of examples and scenarios involving people in different situations needing information or guidance on the LPA process covered thus far (see Appendix).

## **Conclusion & Recommendations**

The event stimulated much discussion and debate amongst attendees and increased awareness of the “live” issues. It is hoped that attendees are now more equipped to identify issues relevant to LPAs that their respective clients or customers may face, and thus have increased understanding of LPAs and the LPA Champions Initiative in Thurrock and thus increase uptake through individual and organisational referrals and signposting to the LPA Champions.

## **Questions or referrals**

Any questions about LPAs or to make a referral, please contact: Thurrock Centre for Independent Living (TCIL) on 01375 389 864 between 9am – 5pm – Monday to Friday.

**Thurrock Coalition – September 2016**

## Appendix

### 1. Introduction to Lasting Power of Attorney



1. Introduction to Lasting Power of Att

### 2. Thurrock Lasting Power of Attorney (LPA) Champions



2. Thurrock Lasting Power of Attorney (L

### 3. Lasting Power of Attorney Information & Awareness - Scenarios & Examples



3. Lasting Power of Attorney Informatio

### 4. The LPA Quiz Questions



Thurrock Coalition - Power of Attorney C

### 5. Answers to the LPA Quiz



Thurrock Coalition - Answers to the Pow

## 6. List of Attendees, Organisations and Representatives at the LPA Information & Awareness Day

AK Supported Housing  
AM Care  
BATIAS  
Healthwatch Thurrock  
Manorcourt Care  
PoHwer  
Stroke Association  
Thurrock CAB  
Thurrock Centre for Independent Living  
Thurrock Clinical Commissioning Group  
Thurrock Coalition  
Thurrock Council Adult Social Care, Hospital Team  
Thurrock Council Complex Care & Transitions Team  
Thurrock Council Customer Finance  
Thurrock Council, Joint Reablement Team, Adult Social Care  
Thurrock Council Local Area Coordinators  
Thurrock Council Welfare Reform Co-ordinator  
Thurrock Hospital LD Service Health Facilitation Nurse  
Thurrock Independent Safeguarding Lead  
Thurrock Lifestyle Solutions  
Thurrock Well Homes Coordinator