

Newcastle Learning Disabilities Partnership Board



Notes of the meeting held 11 March 2008

Who was at the meeting?

Councillor Brenda Hindmarsh	Councillor , Chair
Chris Anderson	Self advocate, Co Chair
Janis White	Coquet Trust – Supported Living Forum representative
Van Brunning	Parent/Carer
Ruby Mc Carron	Edward Lloyd Trust
Graham Newton	Self Advocate, User Forum
Barbara Chapman	Self Advocate, User Forum, Deputy Co Chair
Dave Norman	Skills For People, User Forum support
Karen Inglis	Adult Social Services
Colin Douglas	Northumberland Tyne and Wear NHS Trust
Barbara Taylor	Mencap
Hazel Allen	Edward Lloyd Trust
Liz Wright	Skills for People
Bill Norman	Learning Disabilities Partnership Board
Cath Williams	Adult Social Services
Paul Bagnall	Interactive Development
Les Pickering	Primary Care Trust
James Todd	Self Advocate, User Forum
Lesley Mountain	Better Days
Lynne Gray	Parent/Carer



Who could not make the meeting?

These were members who gave their apologies

Tim Keilty	Person Centred Planning Co-ordinator
Doreen McCarthy	Adult Education
Rod Ferguson	Connexions
Joanne Burke	Better Days
Helen Milner	Newcastle Special Needs Network
Allison Ferris	FANE
Kim Wheeler	Newcastle Special Needs Network
Jacqui Jobson	Newcastle Advocacy Centre
Dr Rick Brannen	Learning and Skills Council
Trevor Moon	Parent/Carer
Peter Miller	Self Advocate, User Forum
Nichola Hilson	Deputy Chief Exec Skills for People

Guests:

Lee Turner

Simon Bonnin

Jean Louis

Venue

Back at our usual venue, The Dene Centre, Brenda apologised for the confusion last month



Rules

Chris read through the rules



Message from Deputy Co Chair

Barbara told the Board about her message

The theme for this meeting was Safety and Quality. This was the first time the theme had been talked about at the Board. It is a very broad theme ,so there were a lot of short presentations on different important areas that the Board needed to know about

Safety and Quality includes

- Keeping safe at home and when you are out of the house
- How to prevent abuse
- How to make sure people are treated with the proper respect
- Getting and Keeping the good quality staff



User Forum - a view on getting and keeping the right staff

Graham, Chris and James did a role play exercise acting as an interview panel: John, Alan and Keith. John was interviewing for a support worker to be paid through Direct Payments and his friends Alan and Keith were there to help him. There were two candidates.

Liz was the first one to be seen. They asked her questions about her past experience, where she had worked, could she do First Aid, would she take him swimming? Was she OK with lifting and a bit about her personal life. She said she had lots of experience in working with older people, in a hospital, a home and with disabled people. She had

done a lot of risk assessments, Health and Safety, was aware of First Aid procedures and was especially keen on ballroom dancing!!!



She was married with three children. After the questions Liz went away to speak to a manager as she had a lot to ask.

The second person to be interviewed was called Gordon (Dave Norman). He was asked similar questions. He had no special training in Health & Safety etc but had worked with a lot of different people and was happy to train on anything needed for the job. He had seen the advert and was keen to support John to allow him to spend some time doing things he wanted to do as John was the boss and was paying Gordon. Gordon thought respect was important.



Questions were then taken from the audience.

Bill asked who would get the job. The panel thought Liz should get the job

Janis asked if it was hard to remember what both had said – yes it had been.

Les asked were there any other ways of choosing staff?

Yes time could be spent with them, the team felt it was hard to choose, who was good on paper and who had people skills. The Direct Payments scheme is new and

spending time with the person might help making decisions.

Bill and Barbara had talked about this at their pre-meeting and Barbara thought

- it was best to get to know staff, not just have an interview,
- some help or support might be needed to assist with deciding.
- having a support plan in place shows how to help individuals.

The next item was presentation by Lee Turner , co manager at the Welford Centre on **The Dignity Challenge**

Lee explained that this started in 2006 but in 2007 was extended to those with mental health needs. The main point is to respect and value people and think about how we speak to them. Newcastle leads the way in the approach to Dignity and is launching a “Dignity for All” campaign which is all inclusive. Postcards have been sent out (to private sector, public sector, voluntary organisations) getting views on good and bad experiences but particularly keen to find out about bad experience and look at what’s gone wrong. The views will be collated for a future conference.



The conference is 9th April at Newcastle Racecourse to develop an action plan for the future. There are 10 main points and lots of work to do. The day focuses on professionals but it is very much a participation day.

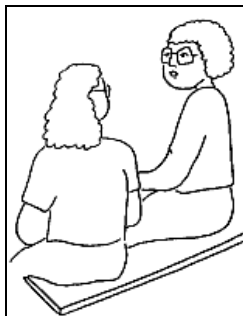
Brenda noted the date in her diary as she is keen to attend.

Lee said he wanted the Board to champion dignity. Bill said this would be talked about later that morning in some group work.

Quality.

Cath went first and talked about how quality is monitored. She said

- We need to get the right processes in place to keep people safe but still allow them a life.
- We want to talk to people about safety not just fill in forms. Safety needs to be in the community, at home and working with the right staff.
- Our health partners are also looking at lots of things to make sure that people get good support



The Safeguarding Team

Cath told everyone about the Safeguarding Team .This is a team for the protection of adults who deal with any alerts about safety. There were 88 alerts last year for people with Learning Disabilities. An alert is when someone comes forward about some sort of abuse. Types of abuse include, physical, emotional, verbal and financial. For older people, the figure has increased from 10 to 220. Across all the services 86 of the alerts were against paid workers. However not all were upheld, and mostly were not intentional. Other alerts recorded were 46 against relatives, 33 against partners and 19 against parents. If people get upset by not being able to choose what they want to do this is an alert.

Cath ended by confirming that lots of work is being done around safety and that the Partnership Board would be listened to.

The next item was by Graham Newton and Lesley

Mountain.

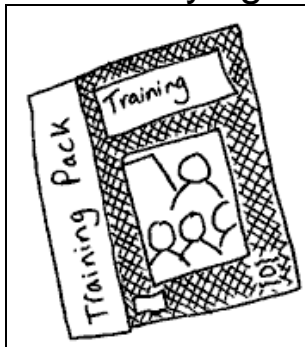
Hate Crime

Graham and Lesley first gave a background. Previously Better Days had made a leaflet to help in reporting hate crime. They had made this user friendly by talking to people who had learning disabilities and it had been checked by the police.

Hate crime prevents people from joining in and examples are being bullied, called names, pinching stuff, lying about us or blaming us, being kicked or punched.



People have real fear and can find it difficult to talk about. So, as well as the leaflet there is now a pack developed with Inclusion North and funded by the Home Office. The Better Days group did the pack themselves.



The Pack

Graham and Lesley told everyone that the pack included

- How to plan and run courses
- Help us learn about hate crime
- What hate crime is
- How it feels
- Help report hate crime

- Work together to stop hate crime

People with learning disabilities will be able to use the pack to help professionals understand what hate crime is. Most importantly the pack was going to be used across the country and would get everyone working together which has not happened before.



Training

People with learning disabilities do the training around the pack. They

- understand what happens,
- would tell the truth,
- share stories and information,
- show people with learning disabilities have the same rights and are equal.

The pack and training is for anyone who needs to learn about hate crime. It has been sent to all the Learning Disability Partnership Boards and Community Safety Partnerships.

The end result is **STOP HATE CRIME.**

On 22nd April there is a launch, a half day session at Safety Work, Benwell where you can get a chance to look at the pack. The Board will get a copy and there will be an internet link to get a copy.

If anyone wants to do the training Better Days will be able to do it.



Hate Crime Action Plan

Bill talked about the Safe Newcastle big plan which is a three year plan about making Newcastle safer
The first plan to do this was about come to an end
So, Safer Newcastle had asked us for our comments on the Hate Crime Action Plan. Bill was going to meet with the man leading on this later in the week because the new plan would come into effect from April. So, it was really important to get everyone's views today. The plan lasts for three years plan will be reviewed every year.

Bill reminded everyone that

- How hate crime affects people's lives - 8 out of 10 people with learning disabilities experience hate and harassment as part of everyday life.
- Stephen and Billy from Better Days have been involved with Community Voices who feed back to Safety Newcastle concerns and issues to raise awareness.
- Also ARCH is an organisation which monitors hate crime and will deal with any reports in confidence.

There were four main areas to the plan which will be discussed further in the group work

- Prevention – role of media, organisations need to do more, lack of understanding the impact
- Engagement – not knowing about ARCH, lack of consistency in reporting and responding
- Support – lack of so-ordination to support service and consistency of service in some agencies. Lack

of quality control about support.

- Diversion/enforcement – No joined up approach, lack of understanding, organisations not using powers to take action.



The Blue Card

Bill told everyone about the scheme. He reminded members that

- This scheme had been running as a pilot for two years. It has been funded through Learning Disabilities Development Fund.
- It includes a card and or a key ring with contact telephone numbers.
- The Blue Card and Key ring are designed to make people feel safer and can be used by the emergency services to get information from a person's carer.
- Over 250 people had been included on the scheme. It was not time to look at how the scheme should be developed.
- People had said they thought it made them feel safer. We now need to look at how it can be expanded and funded so it keeps going by itself
- We are getting lots of interest and need to sort out a franchise and develop it further.
- It may be possible to set up a Social Enterprise. Dave Norman asked what a Social enterprise was. Karen explained "It's a business which pays workers and provides opportunities. It's not about making profit; the money goes back to individuals or the community. It's about values and helping disadvantaged people."

So , Bill asked the Board for help as to how members thought they could support how the scheme could develop

Workforce Plan – Bill



Bill told everyone about the work of the Workforce sub group. He said a framework for a plan had been made which said

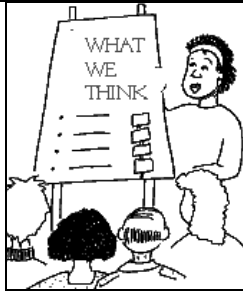
- what the main issues were around getting and keeping staff
- What people with learning disabilities expected from staff. This has been based upon work done in 2005 and 2006 through User Forum open days
- the framework was supported by other areas as a good way of going forward

However. Bill said the group was still struggling because We need to have more dedicated time to gather the right information about what staff we have now. We know what we want to do – we just don't have the dedicated time to make it happen

We need to have more ownership by all the organisation whop make up the Partnership Board

Bill had suggested he contact Inclusion North to see if they can provide some help to get the job done. But the Board could really help by getting the ownership needed – we need to see the plan as important and worth giving it resources to do it right

The Board then broke into three groups to discuss the following topics.



- Hate Crime
- Is Safety and Quality a theme which need its own group? Including ideas on Blue Card
- Dignity
- Workforce Plan

The comments are recorded below under the 4 headings

Hate Crime

- What should be in the pack – Education (by people with learning disabilities), include Dignity, more work needs to be done in schools (staff and children) and adult education, tell people what hate crime is.
- Make it easier to report hate crime
- Children who are not disabled should visit special schools
- Hate crime – more work on stopping it happening
- Look right across society and raise awareness
- Include all ages
- How to report it –

We need to be available 24 hours a day as currently only office hours.

- Possibly use emergency number 101 as staff there used to taking calls, they can report/monitor and keep consistency of responses and collate to be used at ward committees.
- 101 could be on Blue Card
- 101 call advisors could direct to Victim Support e.g. Better Days

Safety and Quality Group

- We need a group to make it happen

- A co-ordinated group with smaller working groups e.g. social enterprise, hate crime, workforce.
- We should have formal link with Newcastle Safety Partnership
- What next – a map of what is happening now and gaps
- Co-ordinate work to avoid possible duplication
- Make sure all views are represented across all citizens in Newcastle
- Check out capacity/authority to make decisions
- **BLUE CARD**
- More Blue Card
- Expanding Blue Card would create more jobs and then it might encourage other businesses to employ more people
- Get more people signed up for the Blue Card
- Blue Card – get patent and see if we can get funding for legal support or independent support?
- Collate information – set up enterprise, get awareness of funding/development of projects, explore different design ideas.

Dignity

- A good thing, Newcastle have signed up to it
- We have to set the standard
- Training for partnership board members – there are lots of self advocates who can lead this training
- Yes definitely sign up as a Board.

Workforce Plan

- People who receive services should lead in getting the workforce right
- Plan too narrow – need to include staff who work in other places e.g. schools, colleges.
- It's a challenge for workforce development staff to support **individuals** whose needs are so wide. Start with value base, respect, dignity, talk to people

leading adult education

- Social Enterprise – lots of schemes being set up, they should work together. Help available from Social Firms North East, Enterprising People, who can provide help with payroll, banking, community interest company (any profit goes to the cause). Twisting Ducks is an example – they do play's about benefits, living in your own home, bullying. They are hoping to become a social enterprise. Had some funds from the council and Nomad have also helped with funding.
- Jobs – make the law work for us
- Good staff – we should train them and we can learn from each other.
- Workforce – consistency across all areas for paid staff/volunteer staff – for standards and quality
- Safeguarding – how does it work, try to get a presentation to the Board.
- We need quality and consistency, people based, person centred, planning and reviews.
- Supported living providers – to send more than one representative to the workforce planning meetings
- Possible organisation to lead training

What we will talk about next time

Bill thanked everyone and it was noted that the session on “How we involve people with learning disabilities in the Partnership Board” would be deferred till next time.

Bill also reminded everyone of the Celebration Day on 26th March 10-2.20 at the Discovery Museum



Date, time and venue of next meeting

Tuesday 8 April 2008 at Disability North, The Dene Centre, Castle Farm Road, Newcastle upon Tyne NE3 1PH.



9.40 9.40 for coffee,



10.00 meeting itself starts 10.00