



# EASY-READ MINUTES

**Friday 18 October 2024**

The Library in Ellesmere Port

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**The Learning Disability Partnership Board is people working together to make things better for people with learning disabilities.**



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## People at the meeting

### Name

Mark Bartram	Bartex Design
Steph Beale	PA to Gemma Robinson
Kevin Booth	CO-CHAIR Self-Advocate - Canal Street (supported by Chris Teare from MacIntyre)
Karen Bunnagar	VIVO - Support Worker
Emma Cleminson	CW&C - Adult Social Care, Health Strategy & Transformation
Jill Cooper	NHS - Reasonable Adjustments and Learning Disability Co-ordination
Elesha Dacre	VIVO - Support Worker
Sean Donelly	NHS Cheshire and Merseyside - Cheshire West Place, Learning Disability & Autism Project Manager
Paul Fielder	CW&C - You're Safe Here Scheme
Michael Gentle	Self-Advocate - People's Choice Group / Canal Street (supported by PA Simba)
Jackie Goldstraw	People's Choice Group and See Communications
Gina Hulme	Self-Advocate - People's Choice Group
Jan Hutcheson	Self-Advocate - People's Choice Group / Canal Street
Alistair Jeffs	CHAIR - Vivo - Director
Linda Jones	Self-Advocate - Healthy Living Centre, Ellesmere Port
Dorothy Jump	Parent-Carer
Anne Lane	Self-Advocate - Healthy Living Centre, Ellesmere Port
Amy Lavery	CW&C - Performance and Assurance Delivery Officer
Sheila Little	CW&C - Councillor
Ali McAvoy	People's Choice Group and See Communications
Martin McGuinness	Self-Advocate - People's Choice Group
James Morris	CW&C - You're Safe Here Scheme
Jo Moss	Parent-Carer
Pauline Oultram	Parent-Carer
Tracy Parry	VIVO - Minute Taker
Gemma Robinson	Self-Advocate People's Choice / Canal Street
Kate Salvoni	CW&C - Senior Manager, Prevention and Wellbeing
Penny Scott	Self-Advocate People's Choice / Canal Street
Wendy Sweeney	VIVO - Support Worker
Charlotte Walton	CW&C - Executive Director Adult Services
Helen Walton	Cheshire West Integrated Care Board - Senior Project Manager, Learning Disabilities and Autism
Claire Walley	CW&C - Adult Social Care Programme Manager



# WELCOMES



Alistair Jeffs and Kevin Booth welcomed everyone to the meeting.

Everyone said well done to **Dorothy Jump**. She has been **awarded Honorary Freemanship of the borough** for all the work she does.



This the highest award that the council can give. It is not awarded very often. It is awarded to local people who have provided outstanding services to the local community.



## Co-Chair Report

# PUBLIC TRANSPORT

By Kevin Booth



Kevin said he feels **unsafe** on buses sometimes.

Everyone should feel safe.

**School children sometimes use bad language and don't behave.** Nothing is done about this. **Teachers should be on the bus to sort them out.** Or school children should be on a **different bus.**



The bus company had two staff on the number 16 bus to Saltney. **A woman on the bus told them a man was annoying her.** They said there was nothing they could do.



The number 16 is sometimes late, and sometimes doesn't turn up at all.



Road closures are causing problems and the **phone app** doesn't work.

In the summer more people are on the bus going to the zoo. There should be extra buses.

There are lots of prams and the buses are crowded and dangerous.

Public transport should be better.



Some people have no support when they travel. **Independent Travel Training** needs to train people for this.



Gemma Robinson said staff at the bus companies and our own transport staff need training. She said that she was working with Jackie to produce an easy read document.

Dorothy said she always **reports** issues to the bus companies.



Michael Gentle said he has **reported** things to the bus company before. But nothing gets done as no-one has seen it.

Pauline Oultram said they have cameras on buses.



Councillor Sheila Little asked if bus companies look at their **CCTV** recordings and deal with problems.



Alistair said we need to keep **reporting** problems. To the bus companies and to the Peoples Choice Group and at the Learning Disabilities Partnership Board meetings.



# VIRTUAL TOURS

By Mark Bartram



Mark runs a company called Bartex Design.

He showed a 360 degree **virtual tour** of the inside of a building.

Organisations can put a tour of their building on their website. So people can see what it is like before they go. From the car park to inside.



People can look at a tour on a phone or tablet or computer. It is easy to do.

It can help people who are anxious to see where they will be going.



Jackie Goldstraw said it is great. She asked could noise from the building be added. Mark said no.

Jill Cooper from the Countess of Chester said it could really help. And also with the Autism Hub, The **You're Safe Here Scheme**, and other Services.



Gemma said it could help people going on a journey, like a flight.



This is the link to Mark's website

<https://www.bartexdesign.co.uk/virtual.html>





# Adult Social Care Update **ENABLING GREAT LIVES STRATEGY**

from Charlotte Walton, Amy Lavery  
and Emma Cleminson



Enabling Great Lives **Strategy** is the Council plan about adult social care.

Charlotte said they listened to what we said about our ideas and words. For example about being **independent**. Some people will always need support but can still have choice and control over their lives.



She said that they have projects and actions based on the plan. Like making sure that paid Carers have the right skills and training.

They will keep checking the plan is working.



## We Said You Did

We asked for the language in the Enabling Great Lives **Strategy** to include everyone.

We suggested 'Our plan to support people to live life the way they choose'



Charlotte Walton said they listened to us and used this as part of the title for the **Strategy**.



Gina said communication is important and staff speak up for Service Users. It is important that it is easy to give feedback on **Consultations**. For one person and for groups.



# Adult Social Care Update

## CQC CHECKS

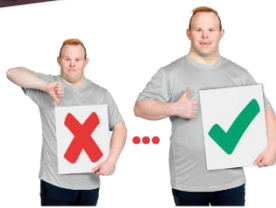
from Charlotte Walton, Amy Lavery  
and Emma Cleminson



Emma said that the **Care Quality Commission (CQC)** will be coming soon to check Adult Social Care Services. To make sure the Council are doing well. They check that the council are good at things like Working with People, Providing Support, Ensuring Safety and Leadership.



The council have already sent them some information.



After the visit the **CQC** will write a **report** and give the council a rating.

The council have prepared by writing a **Self-Assessment Report**. They have been honest about What we do Well and What we need to improve.



Emma said we think we do well listening to people and what their goals are. And treating people with respect.



We need to work on improving **Safeguarding** and how we offer **Direct Payments**. And using information to improve services.



There will be an easy read document when the information is available.



Michael said he was worried that council staff make decisions without **consultation**. There is a lot of talking but sometimes decisions are made and people don't know who made them or why they made that decision.





Alistair said that the council do listen but sometimes they can't do everything that people want.



Martin said things change and there are too many people involved and it is confusing. It would be better to split up to talk about things.



Alistair agreed it is easier to talk in smaller **Sub Groups** and then **report** the information to the **Board**. The **CQC** checker want to talk to small groups to make sure everyone has a say. Alistair said we want to show the **CQC** we do well but the most important thing is to keep improving. Anyone can be a part of any **Sub Group**, just ask.



Gemma said there had been a **report** on the news about someone not getting the care they needed. It is important to keep learning how we can do better.



## Adult Social Care Update **CUSTOMER EXPERIENCE SURVEY**

from Charlotte Walton, Amy Lavery  
and Emma Cleminson



Emma and Amy talked about the **Customer Experience Survey**.

People can fill it in to say what they want and think. And how services could be better.



**Carers**, **Advocates** and people who use services can say what they think is important.



People can give contact details if they want a reply. You can fill in their survey at <https://www.smartsurvey.co.uk/s/ASC-Customer-Survey-link/>



Charlotte says the survey is short so it is easy to fill in. Or you can add more detail if you want to.

Jo Moss said she thought the survey wasn't clear. And it seems to be aimed at people with traditional care. What about people who want services but can't get them?



Meeting Hall

Claire Walley said that there should be mystery shopper type testing of the survey. And people should be able to say what they think in other ways too, like face to face.

Canal street said they would do the survey.



## Update YOU'RE SAFE HERE SCHEME from James Morris and Paul Fielder



James and Paul gave an update.

It helps people find safe places if they are worried while they are out.

They got 2 years funding and are hoping to start the scheme before Christmas.



They worked with the police.

They made a handbook for staff to use when helping people in need.



13 places are ready. Another 7 are nearly ready. This includes Chester Storyhouse, Ellesmere Port Boat Museum, Libraries, Brio, Pubs, Bars and shops. 200 members of staff have been trained to help people. More places will join the scheme.



There are free training courses for staff. There is one a month at the moment. For one and a half hours.



Steph said she was on a train and someone with a Learning Disability was laughed at. There were no staff to ask for help. **Everyone should be and feel safe when they are out.** Hate should not be tolerated, everyone should be shown respect.



Jackie asked what percentage of Staff in a venue have to have a face-to-face training session. Paul and James said at least half of the staff team.



Jackie said their presentation says 'have an information book on how to support specific vulnerabilities'. It should say 'support *people with* specific vulnerabilities.'



Jo Moss said staff on buses, taxi's and trains should be trained as well.

Alistair said they had worked hard and it will be an amazing scheme and please keep sharing news.



## Update PARTNERSHIP BOARD SUB GROUPS



There was not time for updates from all of the groups.

Alistair [reported](#) from the **Friendships and Relationships Group**.



They are planning a Learning Disabilities Conference at Ellesmere Civic Hall on 5 June.

They are going to email people who helped out at the last one to see if they can help again.

Karen Bunnagar [reported](#) from the **Canal Street Advocacy Group**.



There is no suitable housing in Chester for people with a Learning Disability who develop Dementia. A person from Chester who can no longer use stairs is having to move to Northwich.



This is confusing and upsetting for them.



Dorothy Jump [reported](#) for **Parents and Carers**.

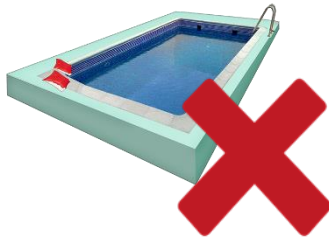
There are still staffing issues and problems with employing good staff. This is affecting clients.

There are not enough drivers. Should the job skills needed for care work staff be changed?





She has asked why the Government website on **Postural Care** for people with Learning Disabilities has not been updated since 2018. She asked about **Hydrotherapy**.



Sean Donnelly said it is no longer in the **NICE guidelines** which means they don't have to provide it. It is an extra service. They have to spend money on essential treatments first. They **can't afford to offer hydrotherapy any more**.



Jackie said **services like this stop bigger health problems needing more expensive treatment**.

Councillor Little said early intervention services save money in the long run.



Ali said 2 people have come forward who want to talk about **Hydrotherapy** and what it means to them. She will share feedback with Helen Walton.



Other items  
**ANY OTHER BUSINESS**  
from Alistair Jeffs



Michael will pass costs to Alistair for the **North West Learning Disabilities Conference in Blackpool**. Alistair said they will see if they can support someone to attend. Let us know if you are interested.



Jill Cooper said the **Autism Partnership Board** said the **Countess of Chester Reasonable Adjustments** are good.



**Co-Chair** for the next meeting is **Gemma Robinson**. Thank you to Kevin for being **Co-Chair** and to **everyone attending today**.





## NEXT MEETING INFO



### Date

Friday 13 December 2024



### Place

Ellesmere Port Library  
Civic Way, Ellesmere Port, CH65 0BG



### Meet

9.45 for catch up and refreshments  
(starts at 10.30am)



### Finish

12.30 in the afternoon



For more information ask **Tracy Parry**

Email: [Tracy.Parry@VivoCareChoices.co.uk](mailto:Tracy.Parry@VivoCareChoices.co.uk)



These easy read **minutes** were made by:  
Ali McAvoy and Jackie Goldstraw from  
**See Communications**. Janet Hutcheson  
and Penny Scott from **Canal Street Advocacy**  
and Georgina Hulme of **Peoples Choice Group**.