







Newcastle Learning Disabilities Partnership



Annual Report April 2011 to March 2012

Please NB this report isn't in easy read but it is plain English and we have added pictures to try and help supporters facilitate understanding by people with learning disabilities

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Part One Background



Hello and welcome to our third annual report. There have been many changes in the last year that the Board has helped make happen or responded to- some local and some national.

This has included:-

- More people getting personal budgets
- Good work around supporting people when they go to the Doctors or hospital
- Thinking about how we give people more housing choices beyond just supported living
- The closure of Westerhope Day Centre which for some people has meant leaving day services altogether and for others a move to the Welford Centre
- Funding new providers to give people day opportunities
- Starting the changes in the way Health and Social Care work in partnership especially Clinical Commissioning Groups (the new way Health Services will be planned and bought) , the Wellbeing For Life Board and what the new Health Watch will do locally



<http://www.healthwatch.co.uk/>

- All Services - not just health and social care - having to change because there is less money



<http://www.newcastle.gov.uk/your-council/budget-and-annual-report/draft-budget-proposals-2012-13>

- What Welfare Reforms will mean for people and how we help people to have the lives they want



<http://www.dwp.gov.uk/policy/welfare-reform/>

The Partnership Board has to respond to these and make sure that the needs of people with learning disabilities and their families are still planned for and the ideas that drove Valuing People and our local plan Citizens First still happen in Newcastle :-


- **People will have choice and control** about what they do in their lives - this will include knowing what they want to do with their lives and money, spending their personal budgets, making friends and having relationships, they will feel safe – when at home and out and about, they will not be discriminated against, they will have easy read information and they can get out and about easily - this means access to buildings and places and accessible transport. These will help people to **become and stay independent**
- **People will become and stay healthy**
- **People will have every chance to get and keep a job**

- **People will have a good place to live** This means homes and people's neighbourhood

How we do our work

The Partnership Board does its work by



-  Areas that will take a long time get right that have their own ongoing Theme Groups. These are
 - Health,
 - Learning and Jobs ,
 - Safety and Quality
 - And , until recently , Rights Equality and Money
- But we also think about big issues that might for instance come along from Government as a whole Board

These are the main issues we have thought about or taken action as a whole Board.

Making the Board ready to face challenges

Co Chairs

After six years serving the Board as Chair, Councillor Brenda Hindmarsh stood down last year. We would like to thank Brenda for her significant contribution to the Board's work. We now have two chairs:-

- representing Newcastle City Council is **Angela Jamson, Commissioner for social care**



- And the voluntary and community sector



– **Liz Wright, Chief Executive of Skills for People.**

Making partnership working ready to face challenges



Champions' process

In 2009, eight people with learning disabilities were recruited by Your Voice Counts each an expert because of experience or interest for an area of our then local strategy Citizens First. The funding for this came to an end in March 2012. However, the Council said it would fund the Champions for a further two years because it recognised that their work was very important.

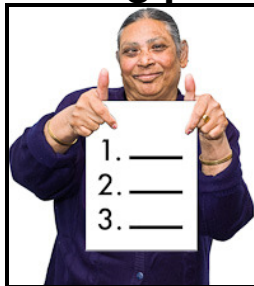
So, during last year the Board led a process to see which provider could support the Champions and Your Voice Counts, who had been supporting the Champions, was chosen again. Learning from the first three years, there used to be eight champions but now there are only five who work longer hours. This gives them more time to get into their jobs. They will also work less as champions of areas and more as a team. One of the champions will look at what is needed to give people with autism and learning disability more of a voice.

Your Voice Counts and the Champions are now looking to set up groups to support the main areas of the Board's

work and they especially want to get new people involved in these. To start to do this, the Champions are teaming up with the Council's Lets Talk Newcastle team to stage an event in October.

For more about what the Champions did in the last year see Part Three.

Making partnership working ready to face challenges



Getting smarter in the way we work

We used to have two people whose whole jobs were to manage the Board's work – a Coordinator and Admin Support. Both of these people now do other jobs as well as supporting the Partnership Board so we have to find ways of making sure that important issues don't get lost and that we focus on the things that are really important to people and their families.

Making partnership working ready to face challenges



Website redesign and image bank

We are nearly finished redesigning our website to make it easier to understand

- Easier to update
- Easier to contribute directly

To use it as a focus for

- People needing to know anything about learning disabilities

- Sharing good practice , information and queries
- Promoting opportunities to work together
- Contributing to keeping the Newcastle Future Needs Assessment up to date
- Making sure we have clear and easy to find links to our partners' websites

We have also produced an image bank through the Blue Card group that members and partners can download images to help make easy read information.



Go to <http://www.citizensfirstnewcastle.org.uk/> to have a look and tell what you think

Making partnership working ready to face challenges



Finding out people's needs – Newcastle Future Needs Assessment

Every Council has to work with partners to find out its people's needs and then agree which of these are the most important to take action on. This is not just about people's needs now but also in the future – if our information is good enough we can look at what could be people's needs up to 20 years from now. With Councils having to save lots of money this is even more important to make sure we spend what we do have in the right way.

In Newcastle this work is called the Newcastle Future Needs Assessment. The essential information from this is in a report called Know Your City.

The Learning Disabilities Partnership Board has produced its own contribution to the Newcastle Future Needs Assessment (NFNA) . We held a special Board meeting last year to see what we thought of this document and what we should be doing with it.

Our contribution to the Newcastle Future Needs Assessment is going to be really important as it will help partnership working for learning disabilities to have a big picture of how we compare to an overall picture in England and what people think are the things we need to tackle in Newcastle. The idea is that it will be updated as we get new information . The next step is to make it easier to understand and put it on the Learning Disabilities Partnership Board website.

Our contribution to the Newcastle Future Needs Assessment can become a really useful tool to tell the partners we work with what the needs of people with learning disabilities.

A good example of this is transport. There's been a lot of work across the city to look at how we make transport better for people – especially how to make it easier to use. Our contribution says what the issues around transport are for people with learning disabilities – e.g. having information in easy read, feeling safe, staff needing to know how to talk to someone with a learning disability, having a physical disability **and** learning disability etc. This will help partners like Nexus and the bus companies to know what to think about when e.g. planning new routes or buying new vehicles.

Newcastle Future Needs Assessment is also really important because it will become the centre of where all the work of the Board is stored – one place to look See Part Two for the main messages from our contribution.



Giving our views on big changes

During the year the Board asked members and people with learning disabilities their views in a variety of ways such as

- Personalisation - a special Partnership Board meeting January 2012 with Jamie Feather lead for making personal budgets happen.
- Welfare Rights Reform meeting – special meeting December 2011 with the Council's Welfare Rights team presenting.
- Health Watch –special consultation held with learning Disability Champions
- Council Budget - special Partnership Board meeting held
- Nexus Companion card – a response pulled together from key members' views
- The format and process to produce the Council's Local Account
- The Council's consultation of Decent Neighbourhood Standards: producing an easy read version prepared and advice given on who to involve

And nationally,



Fulfilling Potential:

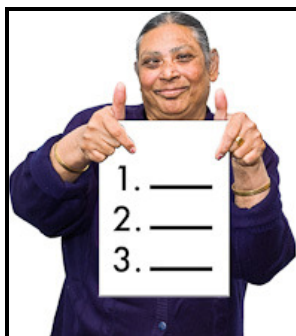
the promotion of consultation papers locally, consideration by all theme groups and the champions giving their views. The Learning Disability Partnership Board and the Physical Disabilities and Strategic Issues Board produced the Council's response as a joint piece of work.



What are most important things that we have to think about in the coming year?

There are particular things that the theme groups will be taking forward so please also see Part Four

These are the things we need to think about as a Board



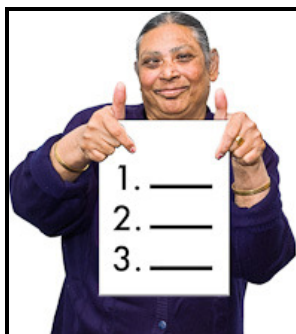
Locally

- Reductions in the Council budget and its impact upon services. What does this mean for services and how can the Board have a role?

- Thinking about the impact of welfare reform and how we make the most of the Council's financial inclusion work
- Making sure personalisation works for people
- Thinking of the best ways that people and carers get a voice into the Wellbeing for Life Board's work. This will mean asking the question are there better ways of working together than a Partnership Board ? This work will happen in November and December.
- Getting cleverer at how we involve people – working with Inclusion North and Board members to make more of getting people to do things online, use social media and to be involved through Let's Talk Newcastle.
- Empowering people to make the most of becoming user led organisations and develop self advocacy skills
- Developing key focus groups through the Champions
- Making sure our contribution to the Newcastle Future Needs Assessment are listened to
- Looking at the impact for people with learning disabilities of the white paper Caring for our Future
- Reviewing how we could use the Learning Disability Coalition document "Agreeing Together " to drive work on learning disability



<http://www.learningdisabilitycoalition.org.uk/download/SL094%2012%20Agreeing%20together%20report%20without%20pullout%20FINAL%20LOW%20RES%201May2.pdf>



At a national level

Helping to shape the national disability strategy Fulfilling Potential as it is developed through autumn 2012 and into 2013. This is really important because it covers all disabilities and learning disability is only one part so we need to make sure the learning disability is heard loud and clear. The New Minister for Disabled People, Esther Mc Vey has said

“ The intention being that Government and disabled people work together to develop a new strategy, to ensure we continue making the progress that is so critical to the lives of millions of people in the UK today.”

And

“ It builds on what we have said in our 2011 report to the United Nations about our commitment to the UN Convention on the Rights of Disabled People”



http://www.equalityhumanrights.com/uploaded_files/publications/uncrpd_guide_easyread.pdf



<http://odi.dwp.gov.uk/docs/wor/uncon/un-agree.pdf>



For more information on Fulfilling Potential go to
<http://odi.dwp.gov.uk/fulfilling-potential/index.php>



Part Two

People's needs and what we should be doing first

Headlines

- Estimated numbers of people with learning disabilities can vary quite a lot depending on which methods you use.
- One way of estimating numbers says Adult services only know something like 14 per cent of people with learning disabilities. Nationally this is only 21 per cent.
- What is clear is that whichever way is used **at least three quarters of people with learning disability not known to adult services. We would expect these to be people with mild or moderate disability.**
- This means that services that everyone uses like banks, libraries, Police, other emergency services, health services, civil service, parks, shops and utilities have to realise that they will come into contact with far more people with learning disability who don't have specialist support. So they have to think about how they provide services e.g. simplifying or providing an alternative to online or telephone services, more easy read information, front line staff training.

- According to the source used by most Council, the overall number of people with learning disabilities of working age is expected to rise by 2016 .The number of 18-64 year olds with a learning disability is close to 4,730 in 2012; almost 4,700 by 2016 and slightly reducing to 4,600 people by 2030.
- People with learning disabilities are living longer. Depending on which method of predicting need is used, by 2029/30 there will be between **32 and 37% more older people with learning disability i.e. aged 65 and over.** Older people's services have to think about how to provide services that support both a person's learning disability and the effects of aging. We need to think about
 - What does this increase in older people mean and what are good services for people with these needs
 - What extra support might be needed to keep people independent
 - What resources do we need to plan for people with profound disabilities surviving into old age
- People with profound or multiple learning disabilities are living longer. Using two methods of predicting how many people we take the current number of people with profound or multiple learning disabilities to be between 85 and 92. These people's needs are very complex and there are more barriers to people having a full life. People with profound or multiple learning disabilities tend to need lots of services and so their care is expensive. By 2029 we think there will be **34% (about a third) more people with profound or multiple learning disabilities (compared to 44% nationally and 31% in the North East).** If this increase was the same each year we could expect 1- 2 new people per year.



- People with learning disabilities have a harder time having their health needs identified and assessed. Sometimes this can be because of health services not responding properly. In early 2012, Mencap published an update to their Death by Indifference report from 2007 which says there are still many areas that the NHS needs to get right



<http://www.mencap.org.uk/74deaths>

- People with learning disability also suffer health conditions associated with particular learning disabilities. Here is an example from Down's syndrome, the most common form of learning disability. About 1 in 600 children have Down's syndrome. They may be more susceptible than the general population to
 - Heart Defect. About half of all people with Downs Syndrome have a heart defect
 - Abnormalities of the gastro-intestinal tract
 - Alzheimer's type dementia numerous studies have indicated that people with Down's syndrome are at increased risk of developing Alzheimer's disease at a relatively young age. The incidence of early onset dementia in people

with Down's syndrome occurs predominantly in the 50-64 age bands.

- Autism
 - Speech and Language delay
 - Attention Deficit disorder
 - Endocrine Disorders
 - Hypothyroidism
- So, people with learning disabilities are likely to have poorer health than other citizens of Newcastle. There is a lot of work going on around this. It's still the most important area for the Board to get right because it affects every opportunity for people to have a good life.

For more detail on what we are doing about this see theme group report section



- People with learning disabilities have many issues in common with other people with disabilities and older people issues around transport e.g. staff attitudes and awareness, access, timetables, accessible taxis etc but we also need to make sure that their unique needs are also looked at e.g. easy read information, their perception of feeling less safe on public transport through risk of hate crime.



- People with learning disabilities want jobs. When people with learning disabilities are hired they tend to become very good employees.

But we know that

- Between **47 and 48%** of people with ALL disabilities have jobs
- Only **7%** of people with learning disabilities nationally in 2010/11 had part time or full time jobs
- In the North East for 2010/11 the rate was only 5%
- In Newcastle for 2011/12 this figure is **6.1 %** (i.e. number of working age adults with some form of paid jobs known to adults services as a percentage of the total number of working age adults using adults services)

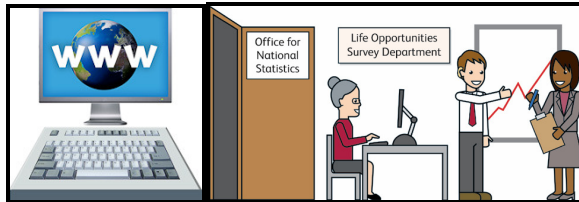
Category	2009/10	2010/11	2011/12	2012/13 (projected)
Working as a paid employee or self-employed (Less than 16 hours per week) and not in unpaid voluntary work	39	48	41	42
Working as a paid employee or self employed (16 hours or more per week) and not in unpaid voluntary work	3	7	4	5
Working as a paid employee or self-employed and in unpaid voluntary work	0	0	1	1
In unpaid voluntary work only	84	74	95	84

Source: ASC-CAR L1 Number of working age learning disabled clients known to CASSR during 1st April 2011 to 31st March 2012

n.b. As the trajectory is unclear projection based upon average taken from previous three years data.

For more detail on what we are doing about this see theme group report section

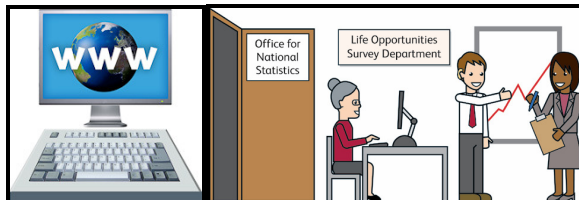
You may also find the links below useful



National data - Life

Opportunities survey

<http://statistics.dwp.gov.uk/asd/asd1/los/index.php?page=los>



Specific link:

<http://statistics.dwp.gov.uk/asd/asd1/los/employment.pdf>

For more detail on what we are doing about this see theme group report section



People with learning disabilities nationally experience a lot of hate crime. Mencap's report, *Living in Fear*, (1999) was based on the first comprehensive survey into bullying experienced by adults with a learning disability. Its main findings were :

- Nearly nine out of ten people (88%) with a learning disability reported being bullied in the year of the report
- People with a learning disability are often lifelong victims. Two-thirds of people (66%) said that they had been bullied regularly (more than once a month) with 32% stating that bullying was taking place on a daily or weekly basis.
- Name-calling or verbal abuse is the most common type of bullying suffered by people with a learning disability (47%).
- Almost a quarter (23%) of people who replied reported physical assault. One in four people with a learning disability have been physically assaulted either in the street, on transport, at the day centre, at college, at home or when using leisure activities. Assault in a public place seems to be a significant problem. Robbery is often a common motive for assaults, with petty criminals focusing on vulnerable people
- Different types of bullying do not necessarily occur in isolation. Name-calling, for example, may be followed by an immediate escalation of other types of bullying
- Bullying in a public place is the most significant problem facing people with a learning disability. It most commonly takes place in public areas, such as in the street and when waiting at bus stops. The research shows that nearly three quarters of people with a learning disability (73%) have been bullied in a public place

- People with a learning disability are being bullied when trying to access essential services and leisure areas, particularly shops and pubs. 12% of people who replied reported being bullied at the shops and 10% report being bullied at the pub.
- One in four (25%) reported being bullied on the bus, a substantially higher figure than for any other form of transport. Buses are the main form of transport for many people with a learning disability.



Living in Fear summary

<http://www.mencap.org.uk/node/6058>

For more detail on what we are doing about this see theme group report section and our full contribution to the Newcastle Future Needs Assessment

Definitions and numbers in more detail

How many people have learning disabilities nationally

Professor Eric Emerson, who is a national expert on learning disability needs, has said there are three ways that can be taken to estimating the numbers of adults with learning disabilities in England:

1. The number of people *using* learning disabilities services. This is an indicator by itself because
 - people may only use services every now and then
 - most adults with learning disabilities simply do not use learning disabilities services
- 2 The number of people *known* to learning disabilities services; and
- 3 The estimated number of people with learning disabilities in the population.

Emerson and his colleagues has said that in England in 2010 about **1,198,000 people have learning disabilities**. This includes

Young people under 18	298,000 children (188,000 boys, 110,000 girls)
Adults aged 18 and above	900,000 adults aged 18+ (526,000 men and 374,000 women), of whom 191,000 (21%) are known to learning disabilities services.

“People with Learning Disabilities in England 2010: Services & Supports” Eric Emerson, Chris Hatton, Janet Robertson, Hazel Roberts, Susannah Baines & Gyles Glover “



<http://www.youtube.com/watch?v=FB2H8xLp7q0>

Levels of severity of learning disability

It's also important to think about how severe people's disabilities are because this tells us what sort of services people might need.

We have mainly used the definitions adopted from the British Institute of Learning Disabilities

- **Profound Learning Disability:** People who have an IQ less than 20.
- **People with profound and multiple learning disabilities:** The following is taken from the March 2010 national plan “Raising Our Sights “by Professor

Jim Mansell. Adults with profound intellectual and multiple disabilities:

- have a profound learning disability and
- have more than one disability and
- have great difficulty communicating and
- Need high levels of support with most aspects of daily life and may also have sensory or physical disabilities, complex health needs or mental health difficulties and may have behaviours that challenge.
- Severe Learning Disability people who have an IQ between 20 – 50
- Moderate (or Mild) Learning Disability people who have an IQ between 50 – 70.



How many people have learning disabilities?

Number of adults with a learning disability who are known to the Local Authority social services as at 31 March 2012

		Number	Number belonging to a minority ethnic group
Age 14 to 17	Male	1085	141
	Female	545	67
Age 18 to 64	Male	430	24
	Female	324	20
All working age		754	44
Age 65 and over	Male	40	0
	Female	41	0
All Adults 18 and over		835	44

But these are just people **known to social care services**. The number of people living in Newcastle overall is 274,000, with around 210,200 being adults, (over 18 years of age) and 63,800 children. Between 2% and 3% of the population will have a learning disability . This means

- At 2% over 4,000 adults with a Learning Disability in Newcastle and 1276 children of whom 319 would have a severe learning disability
- At 3% over 6,300 adults with a Learning Disability in Newcastle and over 1900 children

The Board asked an organisation called Planning4Care to do some work on numbers. The table below gives a figure between 2 and 3 %. (2.88%). It compares the estimated numbers in Newcastle upon Tyne with different levels of severity of learning disability with the total numbers recorded as known to the council

- At the Profound and Severe levels of severity, the estimated number of adults across Newcastle upon Tyne with learning disabilities is just over 960. Based on the number known to Newcastle upon Tyne services, most of this group are likely to be receiving services
- However, there are an estimated total of 6,060 adults in Newcastle with a learning disability at moderate level and above; **only 14% of these are known to social care services.**

Age	Estimated numbers of adults with LD in Newcastle upon Tyne			Number known to Newcastle upon Tyne council services (2008-09)
	PMLD	SLD	MLD	
18-64	92	778	4,247	785
65+	10	82	846	75

Source: National Adult Social Care Intelligence Service (NASCIS), 2009;
Planning4care estimates 2010

Assuming that essentially all adults with PMLD and SLD levels of learning disability are known to services, the estimated figures above indicate that very few people with a moderate level of learning disability get some form of social care support.

Around 92% (800 people) of those known to social care services are supported in the community (this compares with an average of 80% for England).



Forecasts

- The population aged 14-17 is projected to **fall** across Newcastle upon Tyne between 2009 and 2029, leading to projected falls in the total numbers of people of transition age with a learning disability.
- However, profound and multiple learning disabilities (PMLD) numbers are projected to **increase** (albeit from a low base), with the projected growth in the profound and multiple learning disabilities (PMLD) group due to expected future improvements in keeping infants with profound and multiple learning disabilities (PMLD) alive and life expectancy for those with profound and multiple learning disabilities (PMLD)



How many people of working age with a learning disability are there in Newcastle upon Tyne, and how is this changing?

On the next page is a table of the estimated numbers of adults in Newcastle upon Tyne aged 18-64 with Learning Disabilities, by severity

	2009	2019	2029	% change 2009 - 2029		
				Newcastle upon Tyne	North East	England
PMLD	92	100	120	34%	31%	44%
SLD (total)	780	780	790	1.1%	-1.3%	8.7%
MLD (total)	4250	4280	4250	0.2%	-2.4%	7.8%
SLD/ MLD with serious challenging behaviour	72	72	71	-2.0%	-4.4%	5.2%
Total	5120	5160	5160	0.9%	-1.6%	8.7%

Source: Planning4care estimates 2010¹¹

The tables show that across Newcastle Upon Tyne, there is an estimated

- 92 people aged 18-64 with profound and multiple learning disabilities (PMLD) (this is the upper end of the range 85- 92 described by the Raising our Sights methodology above)
- 780 with severe learning disabilities (SLD), and around
- 4,250 people aged 18-64 are expected to have moderate learning disability (MLD).



Forecasts

- The overall proportion of people aged 18-64 with learning disabilities is projected to **increase by around 0.9%** across Newcastle upon Tyne to 2029. This is below the national projected increase (8.7%) but above that for the North East region (-1.6%).

The largest increases are seen in people with profound and multiple learning disabilities (PMLD), **with a projected growth of 34% to 2029** (compared to 44% nationally and 31% in the North East). **If this increase was the same each year we could expect 1- 2 new people per year.**



How many people aged 65+ with a learning disability are there in Newcastle upon Tyne and how is this changing?

Overview

Estimates are also presented in each case of the numbers of older people - aged 65+ with learning disabilities.

Level of need in Newcastle upon Tyne

	2009	2019	2029	% change 2009-2029		
				Newcastle upon Tyne	North East	England
PMLD	<10	13	18	82.9%	100.9%	104.8%
SLD (total)	82	97	110	38.2%	51.6%	54.3%
MLD (total)	850	990	1,160	36.6%	52.4%	54.8%
SLD/ MLD with serious challenging behaviour	<10	<10	10	34.1%	46.9%	49.1%
Total	940	1,100	1,290	37.2%	52.8%	55.4%

Source: Planning4care estimates 2010 (see footnote under Table 7.1 for details)

The table shows

- Across Newcastle upon Tyne, there are estimated to be
 - fewer than 10 people aged 65+ with profound and multiple learning disabilities (PMLD),

- around 80 with severe learning disabilities (SLD), and
- Around 850 people with moderate learning disability (MLD).



Forecast

- The population aged 65+ is projected to increase across Newcastle upon Tyne to 2029, with numbers in this group having learning disabilities projected to increase by 37.2% to 2029 (compared to 55.4% nationally). The profound and multiple learning disabilities (PMLD) group aged 65+ is projected to increase by 83%

People with challenging behaviour

Serious challenging behaviour is a key characteristic (as well as how severe a person's disability is) in saying what resources are needed to support them.

The second Mansell Report (2007) defines Challenging Behaviour thus:

“The phrase “challenging behaviour” is to include people whose behaviour presents a significant challenge to services, whatever the presumed cause of the problem. Wherever it is used, it includes behaviour which is attributable to mental health problems”

Services for People with Learning Disabilities and Challenging Behaviour or Mental Health Needs (Revised Edition), DH (Ed Prof J Mansell) 2007

The more severe levels of learning disability are sometimes associated with a range of challenging behaviours. Behaviours may include aggression, self-injury, destructiveness, hyperactivity, inappropriate sexual or social conduct or bizarre mannerisms. These can affect the health and safety both of the person themselves and those around them.

Projections for people with serious challenging behaviour are given as part of projections in severity of need below. The projections given in these tables start with an assumption of 72 people with MLD/SLD and serious challenging behaviour in 2009 and this figure will stay the same by 2029 .There is some challenge to this figure however.

We do not have an up to date cross validated figure across health and social care. However, using 7.3% of people with learning disabilities administratively defined as having a learning disability (Emerson;2001), it would be expected to find approximately 109 Adults living in Newcastle with challenging behaviour.

A survey of people who have challenging behaviour was carried out in Newcastle in 2006 to support the Learning Disability Partnership Board's Challenging Behaviour plan at that time .The survey used Emerson's definition and an individual schedule identifying frequency, intensity and duration to identify individuals known to Adult Services and the Newcastle Community Team for Learning Disabilities. The survey identified **111 people** in this category who were already known to learning disability services.

Whichever method is used seems to suggest we have a stable population. This gives us a real chance to look at how we provide services to this group of people. This is of course especially important in the light of the national work coming from the exposure of care standards at Winterbourne View.

A recent guide suggests that we have to make sure that

- Models of service response must adhere to 'ordinary life' principles
- We do all we can to maximise the prevention of challenging behaviour
- We provide an appropriate response when people behave in a way that challenges services
- We prevent out of area placements

These need to happen through

- Services planned around the person
- Long term commitment to the person by all stakeholders
- Specialist support and training
- Specialist housing
- Partnership working based on trust
- Access to crisis response
- Access to additional flexible support

Adapted from “How-to guide for commissioners of services for people with learning disabilities who challenge services” NDTI November 2010

Number of young people aged 14- 17 with a learning disability who are known to the Local Authority social services as at 31 March 2012

Newcastle Clients - with Statement of Educational Needs	Number	Number belonging to a minority ethnic group
Female Total	545	67
Male Total	1085	141

29 in total including 16 personal budgets (22 young people at transitional age have now experienced personal budgets).



Number of young people (aged 14-25 years) in out of area residential specialist education placements: 16

This includes the ones who are in care and educated out of area and the ones who are in specialist Colleges.



Adults aged 18 and over with learning disabilities (known to social care) who have a personal budget

Year	Number of adults with Personal Budgets
2009/10	228
2010/11	347
2011/12	416

Part Three



The Champions' year



Ask Confirm Explain Hospital Passport

The aim of the ACE Hospital Passport document is to assist people with learning disabilities by providing hospital staff with important information about their health when admitted to hospital.

Family members, carers or other professionals may have also contributed to the information within this document.

There are 3 sections to the ACE Hospital Passport document. Each section provides essential information which if applicable should be completed by the patient and/or the person(s) who know the patient best. Once completed the relevant highlighted areas are ticked in the shaded boxes below. It is the responsibility of the Hospital staff member providing support or treatment to read the relevant sections that have been completed.

Section 1 - About Me	
Pg 4 Medication/ Medical History <input type="checkbox"/>	Pg 8 Acute Needs Assessment <input type="checkbox"/>
Pg 5 Allergies <input type="checkbox"/>	Pg 8 Support to keep me safe <input type="checkbox"/>
Pg 6 Pain Management/ Distress <input type="checkbox"/>	Pg 8 Epilepsy Management <input type="checkbox"/>
Pg 6 Communication Needs <input type="checkbox"/>	Pg 9 Moving and Handling <input type="checkbox"/>
Pg 7 Capacity Child/ Adult <input type="checkbox"/>	Pg 9 Body Shape Protection <input type="checkbox"/>
Section 2 - Daily Living Needs	
Pg 10-11 Eating and Drinking <input type="checkbox"/>	Pg 14-15 Mood and Behaviour <input type="checkbox"/>
Pg 12 Personal Care <input type="checkbox"/>	Pg 14-15 Likes and Dislikes <input type="checkbox"/>
Pg 13 Sleep <input type="checkbox"/>	
Section 3 - Supplementary Information	
Pg 17 Discharge planning - Professional involvement <input type="checkbox"/>	
Pg 18 Hospital Recording Signatory Sheet <input type="checkbox"/>	
Pg 19 Emergency Sheet <input type="checkbox"/>	

It is the allocated Hospital Staff Members' responsibility to ensure that the appropriate care pathway and documentation to support reasonable adjustments is completed. Please ensure that this is documented within the Hospital Recording Signatory Sheet.

Health



We did a lot of work for the health self assessment. We ran workshops with different groups and held a health check day to find out what problems people with learning disabilities have had with the health services they use .

Peter, our health Champion has been training student nurses with Alison Forsyth, the liaison nurse. He has used the 'Patient's Journey' to share his experience of hospital.


We've talked to people with learning disabilities about health action plans and hospital passports, and have helped the Twisting Ducks to think about some case studies for their hospital passport film which was commissioned by the Partnership Board.

We have been involved in Health Watch Newcastle consultation work. The Champions have had their say about what they think a good Health Watch would look like.

	<p>We took part in the health quality checkers training at Skills for People</p>
	<p>Rights and equality</p> <p>Graham and Louise took part in the Hardest Hit Campaign and local march to protest against proposed cuts to benefits and services for disabled people</p> <p>We took part in the Newcastle Council budget consultation, and had our say about what services are most important to us. We have done some work around understanding Welfare reform, and the new Personal Independence Payment.</p>
	<p>Planning Your Life</p> <p>Louise has been showing her film about her person centred plan to students at colleges, and has been finding out what people plan to do after they leave college.</p> <p>We consulted people on ‘Fulfilling Potential’ to find out what support people with learning disabilities need to help them achieve the things they want to in life.</p> <p>We went on a trip to York to see John O’Brien – the person centred planning expert. We talked about</p>

	<p>the impact the government cuts are having on us locally, and what we can do to stay strong.</p>
 <p>The image shows a two-story brick house with a dark tiled roof, a small dormer window, and a green garage door. Below the house is a silver DVD disc with the 'DVD VIDEO' logo.</p>	<p>Housing</p> <p>We worked with Carlyne Power to explore the changes to housing services in Newcastle. Andrew, our housing Champion has helped to organise a tenants' forum at Riverside Housing.</p> <p>We have used the Champions housing DVD as a stimulus to help other people with learning disabilities think about their housing situation, what support they would need to live independently, and what their fears and concerns are around supported living.</p>
 <p>The image shows a computer monitor with a blue screen displaying the 'WWW' logo over a globe. A keyboard is visible in front of the monitor.</p>	<p>Community</p> <p>We took part in some training all about social media, and how we can use it to link up with more people with learning disabilities.</p> <p>Kevin has made new links with groups, like the Edward Lloyd Trust coffee morning group, and students at Tynemet College, and has been finding out about friendships and relationships and what people do in the evenings and weekends.</p> <p>We held a reunion event at the Welford Centre for people who used to attend this centre and the recently closed Westerhope day</p>

	<p>centre. We wanted to find out what people had been up to since they left their day centre, and whether they still keep in touch with friends.</p>
	<p>Including Everyone Zoe, our Including Everyone Champion did some work with people with higher support needs and staff at Westerhope and Welford Day Centre, and we started to plan a film that would highlight the barriers that people with complex needs face in day-to-day life. Zoe attended a local autism event to find out what services and support are available for adults with autism.</p>
	<p>Safety and quality We helped MENCAP with their 'Stand By Me' petition, urging local police to sign up to the campaign against hate crime.</p>
	<p>Learning and employment We have done workshops with students at college to find out what they want to do after they leave college. We have arranged to meet up before Christmas with students who are leaving college in September, to find out how they are getting on with their job hunting.</p> <p>Michael has been working on promoting the My Way to Work</p>

	<p>website, and visited some young people at Capability's to talk to them about their experiences of work, and trying to find paid employment.</p>
	<p>Other things</p> <p>Our 'Night Out Challenge' has been filmed, and is busy being edited. The film will show the difficulties involved, and planning needed, for people with different support needs when going on a night out. We have been preparing all the Champions for future employment, and have helped design an accessible CV for each Champion.</p>

Part Four How are we doing - our Themes



1

Health

Theme Group lead: Nessa Shell, Commissioning Manager, Newcastle Locality, NHS North of Tyne

Please note this group is now just health professionals

Other members: Northumberland Tyne and Wear

Foundation NHS Trust, Newcastle Upon Tyne Hospitals Foundation Trust

Every year Partnership Boards , led by the health agencies do a self assessment against standards set by the Department Of Health about what every area needs to be doing to make access to health services better for people with learning disabilities and to help people be healthier .

Partnership Boards rate themselves

- Red – we need to get better at this
- Amber – Steady progress being made – some areas still to do
- Green – doing well or really well

Newcastle has always been very honest in how it has assessed itself so e can always keep improving.

This is how we rated ourselves for 2011/12 :-

	Red	Amber	Green
Campus closure 2 standards			2
Health inequalities - 9 standards	4	5	
Safeguarding - 4 standards	1	3	
Local commissioning - 11 Standards	4	6	1



What good things have been

happening?

Health is still the biggest priority for the Partnership Board
 .We made solid progress in the last year. This includes

- Making sure people who live outside of Newcastle for their care have good services are safe and we are doing all we can to provide services for them in Newcastle if they want
- More people with a learning disability getting an annual health check.

75.6% of people with a learning disability who were eligible had an annual health check. In 2009/10 the percentage was 49% so this is a very welcome increase.

- Last year there were still 5 GP practices who didn't offer annual health checks. This year there are only two and we are working on this.

- Appointment of Primary Care Liaison Nurse, a post in development since 2006 to join Acute Liaison Nurse. These posts are so important that we have separate reports from each of them about their work - see below
- Acute Liaison Nurse work –see separate report
- Some GP practices are making reasonable adjustments to the way they work to help people into primary care

For more information about the work of these nurses see below

- North of Tyne wide Hospital Passport (no matter which hospital in North of Tyne the same Passport is used) with a DVD on how it is used by the Twisting Ducks Theatre Company
- The Partnership Board has co led a project to develop health Easy Read information across the North East. NHS Trusts agree to take the lead in developing pieces of information and these are uploaded to a professionals only website so others can download and customise them to their own area. The idea is to speed up doing easy read information and to make it consistent through an agreed set of regional standards. This is different to the Easy Health website which is open to everyone and features completed information.
- The Board is very pleased that we now have a GP who will take the lead for learning disabilities. Her name is Dr Sam Forster.



Things we still need to do

These include

- Looking at can we do more with services that people with learning disabilities tend to use more than the general population
- We know we have to still get 2 GP practices to offer annual health checks to people. We must encourage them to join the scheme or offer alternative arrangements to people who want health checks using these practices
- Make the most of recent guidance from the Royal College for GPs to raise the profile of people with learning disabilities with the Clinical Commissioning Groups
- We must use the responses to GP questionnaires for the last two years that the Board has managed on behalf of the PCT to identify best practice in Newcastle and how this can be rolled out across all practices. This will include reasonable adjustments under the Equalities Act.
- Getting more people health action plans from their annual health checks.
- Getting better information on people with learning disabilities using screening services and what they need to make it easier e.g. specific recommendations

about breast screening and women with learning disabilities made in a Newcastle LINK 2009 report

Primary Health Care Facilitator.

This is from our new colleague Suzanne Taylor, who started work in February 2012.

“The work that I have been doing since joining the Community Team Learning Disability (CTLD) as the Primary Health Care Facilitator has been varied and interesting.

I am involved with a variety of healthcare professionals and also work closely with people who have a learning disability. Within the Newcastle area there are thirty six GP practices and to date I have met with twenty six of the practice managers either individually or within the practice manager meetings.

A priority within my role is to promote the awareness of and the access to an Annual Health Check as part of the Direct Enhanced Services strategy which has been developed in recent years by the NHS

I have delivered training to a number of GP practices for the doctors, nursing staff and administration staff who wish to offer reasonable adjustments to facilitate these checks. I have also provided some easy read material to them alongside recent research information and publications.

I also offer and deliver advice and training with regard to Annual Health Checks and Health Action Plans to Care Providers. I attend the Provider Forum and encourage them to promote the health checks to their service users. I also collate the statistics from their information to provide evidence of the uptake of the health checks. This has been useful and encouraging as 95% of the people that the providers have informed me about have attended an Annual Health Check.

I am in the process of giving the carers the applicable information to ensure that the health check is of good quality following the Cardiff Health Check as stipulated by the DES directives. I work with individual team managers to support them to access the checks for their service users by liaising with the GP practices if there are any barriers to these checks. I also work within a multi-disciplinary team of healthcare professionals and have a caseload of people who require input from a community nurse.

I work with families and carers to assist them to attend their health checks or hospital appointments if people require additional help to understand their health issues. I am involved in Multi Disciplinary Meetings tasked with making best interest decisions around specific health issues when individuals do not have capacity to make decisions for themselves.

I support people to make choices about their health and offer advice in an understandable format. I try to encourage people to attend their appointments and follow advice given by other healthcare professionals.

I contact GP practices on behalf of service users to ensure that they have been offered an Annual Health Check and have had reasonable adjustments made to facilitate these appointments. I complete Health Action Plans for people that I provide Community Nursing intervention to.

I work with Alison Forsyth, Acute Liaison Nurse for learning disability and support people from the community to be prepared to go into hospital. I can provide hospital passports to complete to assist with the communication of an individual's preferences and needs to the hospital staff. I liaise with the GPs and perform pre-admission screening.

I support and work alongside self advocacy groups and attend the Newcastle Partnership Board meetings. I also collate and provide information and statistics to inform the Primary Care Trust.

Acute Liaison Nurse



This is from our colleague Alison Forsyth

“The period between 2011 and 2012 has seen The Newcastle upon Tyne Hospitals NHS Foundation Trust continue to develop its infrastructure and dedicated resources to improve the care for people with Learning Disabilities. This work has been led by the Chief Executive and Nursing and Patient Services Director and supported by the Learning Disabilities Steering Group and the Learning Disabilities Liaison Nurse. Some real improvements have happened which have had a positive impact on the patient and carer experience. Key achievements are highlighted below:

- The Trust now has the ability to identify people with a Learning Disability in their electronic held records by the presence of an alert (yellow-star). This means staff can be alerted to the patients needs and also ensures that the Learning Disabilities Liaison Nurse receives an e-mail to inform her of the patient’s contact with the Trust and their location so that any appropriate action can be taken.

“This patient has a Learning Disability *name and hospital number and* has been admitted on the 28 March 2012 21:59:42 BST. His/her admission location is RV50 CCU, RVI. Please review the patient chart, and take the relevant action

- Once a clear medical diagnosis of a Learning Disability is identified, and an alert is present, the patient will follow one of the regionally developed care pathways and, if an in-patient for more than 48 hours will have an acute needs assessment undertaken.
- The Trust, working in partnership with the North East Learning Disability Clinical Innovation Team ‘s Health Checkers Group, has developed the Health Quality Checkers Local Action Plan 2012 -2013. This will include a visit by Health Checkers to the Trust to review services at some point in 2012.
- The Trust offers work experience to young people with Learning Disabilities and feedback from students and mentors is very positive.
- An electronic Learning Disability Awareness Package was launched on 30th January 2012 for all Trust staff to access. The package is part of the mandatory training within the safeguarding domain. Its launch coincided with the People with Learning Disabilities (PWLD) main campaign launch with the strap line “Do You Understand” and then a range of secondary messages, e.g. “People with Learning Disability”, or “what a reasonable adjustment is”. The campaign included posters, screensavers and products such as pens with examples of reasonable adjustments. The key outcome was to raise awareness and drive staff

to complete Learning Disability awareness training. To date more than 4,000 staff have completed this package.

- A systematic process for gathering feedback from patients with Learning Disabilities, or their families, has been established and these have been utilised to provide feedback to services and shared with the Learning Disability Steering Group and Patient Carer and Public Involvement Group. These are to be included in the Patient Experience Report on a regular basis.

“This was the first time we have been to the RVI for dental work and nice to see the staff are more aware of people with learning disabilities”

- An Easy Read information page has been developed and populated with Trust and nationally produced easy read health information. Guidance is available for staff on producing this information and the Trust now has a licence with Photosymbols to use pictures specifically designed for this purpose.
- A Patient Hospital Passport has been developed in collaboration with colleagues in Newcastle City Council and Northumbria Healthcare NHS Foundation Trust. This passport is kept by the patient and provides key information such as communication needs, how pain or distress may be exhibited, likes and dislikes and behavioural patterns.
- A local theatre company – the Twisting Ducks, have developed a DVD for staff about the hospital passport. They filmed the production in Newcastle and Northumbria hospitals. The information is at

present being viewed by Trust staff and will be added to the Trust intranet site

- The Learning Disability Liaison Nurse continues to respond to referrals for support for individual patients, their carers, or staff. The Learning Disability Liaison Service received 280 enquiries/referrals in the period between 1st October 2011 to 31st March 2012.

The Trust continue to have a real desire to meet the needs of those with a Learning Disability and, whilst much has been achieved there is still a lot to do to affect a real change in the ability of all staff to recognise the needs of those with a Learning Disability and take the very practical steps required to make reasonable adjustments. “



Learning and Employment

Theme Group lead: Caroline Miller Head of Adult Learning , Newcastle City Council

Other Members : Learning and Employment Champion Learning First , Newcastle College ,Jobcentre Plus, Adults and Culture Services employment team , Children with Disabilities , Northern Counties , Employ Ability , Carers Centre, and Remploy.



Good things that have been happening

- My Way To Work is an Easy Read website to show what support is available to get a job. It has 4 main pages: How to Start, Skills for Work, Trying Out Work and Work. Development was helped by a range of people with learning disabilities themselves. It will keep on evolving and we would really like to hear what you would like to see included.



<http://mywaytowork.ds.ice.nationalservers.co.uk/>

- ‘Project Choice’ Newcastle is a supported work experience scheme for students with learning difficulties and/or physical disabilities to access placements within the NHS and Newcastle City Council. For 2011/12, 45 placements have been completed. The scheme started in Sunderland and here is a link that gives more detail about work done there



<http://www.sunderland.gov.uk/index.aspx?articleid=6080>

- The Theme Group has set up a group that look at young people with complex needs going through the transition from childhood to adulthood, how services can work together to give them a service and to point out gaps that the theme group can then take up to try and address.
- “Working Newcastle” began as a pilot for a government programme called Raising Participation Age. It is a vocational route for people aged 16 – 25, who have a disability or Special Education Needs and who are, or may become, Not in Education, Employment or Training (NEET). It offers ☐ personalised work

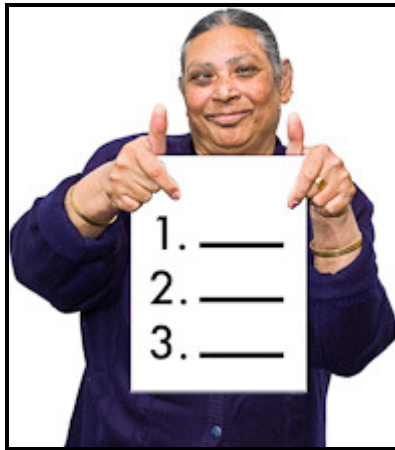
experience & qualifications with ongoing support to employment.



For more background on Raising Participation

Age

<http://www.education.gov.uk/childrenandyoungpeople/youngpeople/participation/rpa>



Things we still need to do

- Convince people – employers, care professionals and families that people with learning disabilities are employable are good employees and are seen as an asset to a company by colleagues and customers. We also need to help some families see that the person they care for can get a job, they won't be exploited and that they will get a lot out of having a job.
- Make the most of A Working City council priority to raise the profile of the employability of people with learning disabilities
- Make most of the Paralympics legacy especially to use local contacts with Paralympics sponsors as employers of people with learning disabilities
- Keep developing the My Way To Work website

- Link to other disability groups with common issues and benefit from a united front.



Housing

There is no theme group for Housing. Issues are dealt with by the Learning Disabilities Commissioning Group

Chair Angela Jamson, Social Care Commissioner

Other members include the Learning Disability Social Work Team Managers and Adults and Culture Services' Supported Living Coordinator

We know we have focused a lot on offering people supported living as their main housing choice. In the past four years Adult and Culture Services have done a lot of work to widen choices.



People's current choices are:-

Supported Living Council Tenancies

We have far more than the national average of people in supported living. We are proud of this.

Year	Number
2009/10	632 of 852 people or 74%
2010/11	714 of 848 people or 84%
2011/12	663 of 754 people or 88%
2012/13 (projected)	693 of 754 people or 92%

Tenancies are still available but more people want them than is available at the moment. Where they are available is not normally ideal for people with learning disabilities as some can become vulnerable.

Year	Number
2009/10	632 of 852 people or 74%
2010/11	714 of 848 people or 84%
2011/12	663 of 754 people or 88%
2012/13 (projected)	693 of 754 people or 92%

Concierge Plus

This concept is individual flats which are self contained. People have their own support during the day and at night a concierge service overseeing the building. It best suits people who need low support - especially overnight.

Core and Cluster scheme

Hopefully negotiations are underway to develop the first core and cluster service in Newcastle. No more than 4 people who have very substantial learning disabilities and challenging behaviour. People in this environment will have their own front door and amenities, there is space for communal facilities should they be needed. The idea of this type of service alongside the concept of specialist residential services is to stop out of area placements. This would also have a huge impact on the issues we have with staff turnover in this type of service as each development would have its own core staff team completing smaller shifts so reducing staff stress.

Discretionary Trusts and Wills

More families who want to have their child remain in the family owned home are using this method. The property is held in trust on behalf of the family member whose trust it is.



Things we still need to do

Widening housing choice

Expand Shared Lives service, which enables people to offer a room and support in their home to a learning disabled person in a similar way to foster caring.

Better services for high cost packages

Adopt an Inclusion Glasgow style model around the person i.e. a custom-made service based on their plan and personal budget. Living in ordinary homes, each is offered an Individual Service Fund which gives them the money to pay for the support that has been planned around them. Staff are matched and employed around each person. Person and their family are in control of the service they receive – with real choice and a voice, rights and citizenship.

Small specialist residential care could stop people having to go out of Newcastle to get the right support. Everyone will still have a self directed support plan to make sure that if they choose residential care - it's what they really want. It will not be seen as “a home for life” People's needs will be reviewed regularly - including

moving on from residential care into supported living or other housing choices.

Specialist residential and short break services will be provided for

- people with autism,
- people with challenging behaviour,

People with complex needs



Safety and Quality

The Safety and Quality Theme Group is chaired by Neil Denton ARCH Coordinator for Safe Newcastle.

Other members include our Safety and Quality Champion, Better Days, the Adult Services Safeguarding Unit and Skills for People, Adult and Culture Services. Links with the Police are handled through ARCH.

A major report was published last year by the Equalities and Human Rights Commission . This is called Hidden in Plain Sight . A really important part of our year as a theme group has been looking at what is done already in Newcastle to make the reports recommendations happen and what else needs to happen

What Hidden in Plain Sight Says



<http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/hidden-in-plain-sight-the-inquiry-final-report/>

There are a number of areas where action is needed

Publicity

- Promoting People with disabilities being seen as equal

- Public awareness campaigns have a role to play to help address both negative attitudes generally and to raise the public understands of disability-related harassment

Recognition and commitment to give priority

- The scale of the problem is not adequately recognised.
- Raising public awareness of disability-related harassment training
- Staff in relevant agencies to recognise it and record it
- Encouraging staff at senior level in these agencies to show leadership and effective action in addressing it;
- Getting comprehensive information on the scale, severity and nature of disability-related harassment and the causes and understanding of harassment or motivations of perpetrators to tackle root causes

Prevention

- Prevention largely by community-based agencies, such as local government, schools, housing providers and public transport operators.
- All must consider the preventative measures they can take – from discouraging bullying, to the design of housing and the layout and accessibility of public transport.
- Criminal justice system also plays an important role in deterring potential perpetrators

Redress

Incidents of disability-related harassment need to be dealt with swiftly and fairly. This may, again, involve community-based agencies such as schools taking prompt action on bullying, for example.

More serious cases will involve

- The Police recognising, recording and investigating disability-related harassment;
- The Crown Prosecution Service and

- the Courts ensuring that victims have access to justice;
- All agencies working to ensure that victims are supported and that perpetrators face consequences for their actions and rehabilitation where necessary.

What the report wants to see happen

- Really good information which spells out the scale, severity and nature of disability harassment and enables better monitoring of the performance of those responsible for dealing with it.
- The criminal justice system is more accessible and responsive to victims and disabled people and provides effective support to them.
- We have a better understanding of the motivations and circumstances of perpetrators and are able to design more effective interventions.
- The wider community has a more positive attitude towards disabled people and better understands the nature of the problem.
- Promising approaches to preventing and responding to harassment and support systems for those who require them have been evaluated and disseminated.
- All frontline staff who may be required to recognise and respond to issues of disability-related harassment has received effective guidance and training.

Since the publication of Hidden in Plain Sight there has been further reinforcement by the results of BT 's Disability survey in December 2011



<http://www.btplc.com/news/articles/showarticle.cfm?articleid={a558f129-8f6c-410a-ab4b-703e976ad053}>

And the Equality and Human Rights Commission's follow up plan "Out in the Open"

<http://www.equalityhumanrights.com/news/2012/october/agencies-should-do-more-to-tackle-disability-related-harassment/>

This makes recommendations in 7 strategic areas which need to be addressed if disability harassment is to be reduced:

1. Improved reporting, recording and recognition of disability related harassment so disabled people know their account of being tormented or worse, is taken seriously at every stage. This also makes it easier to capture the true extent of harassment if we know if the victim was singled out because they are disabled.
2. Gaps in legislation and national policy to be addressed, such as tougher use of sentencing for those found guilty of harassment and more involvement of disabled people in public life e.g. jury service.
3. Adequate support and advocacy to be provided, especially for those with a learning difficulty who may need someone to speak up on their behalf or provide emotional support.
4. Improved practice and shared learning. Government and others need to work together to drive up standards and learn from any mistakes.
5. Better redress and access to justice. A disabled person's account should be equally as credible as a non-disabled person's in a court of law.
6. Improved prevention, deterrence and understanding of motivation. If research is invested in understanding why people commit these crimes, it will be easier to profile potential perpetrators and thus intervene earlier on.

7. More transparency, accountability and involvement of disabled people in developing policies and responses to disability related harassment.



What good things have happened?

Development of Safe Spaces in Newcastle . These are places people can go for help e.g. public buildings, department stores on the high street . This idea complements Northumbria Police's Safe Reporting Centres the main purpose of which are to help people report hate crime. There are also hate crime reporting centres developed through ARCH . A range of people with learning disabilities developed a specification for what people wanted out of a safe space . A conference with Inclusion North's help in late summer will look at how we can develop consistent schemes and share good practice across Tyne and Wear.



Fear of hate crime on public transport is a priority in Newcastle. The group's chair has been involved in negotiating with all three bus companies for consistent., agreed procedures for all stakeholders to know what should happen if hate crime happens on buses

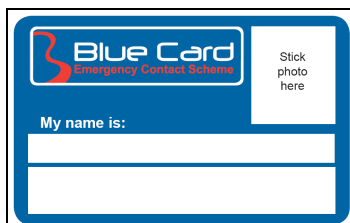
or stations. It is expected these procedures will be part of annual training for all bus drivers.



Better Days attended and gave presentations at a number of events on hate crime.

They developed accessible information and a drama about Victim Support and the help available after a crime. They have toured this right across the North East. More details in Better Days own member report in Part Five of this report.

<http://www.better-days.org.uk/>



Blue Card Group

The Blue Card Group is small group of 8 Learning Disabled People that meet every Monday to progress the safety and rights of Learning Disabled People in Newcastle upon Tyne

The group is hosted by the disability led arts organisation Arcadea and is managed the Cultural Choice Hub, a creative day service for learning disabled people. The group came together as part of the HUB for the first time in June 2012, with the intention of taking forward a safeguarding project known as the Blue Card.

The Blue Card is designed to assist those Learning Disabled People who, in the event of getting lost or needing help when “out and about”, would find it difficult or

impossible to remember the telephone number of the trusted carer or support worker/s they would normally for assistance.

The card is a simple business card, on which the holder enters their name and the contact numbers of two places or people that know the holder well. These will be people who could advise the holder or, in the event of an emergency or a crisis, provide information to someone phoning on his or her behalf.

Since the group started work in June we have refined and simplified the previous thinking around the card to make it easier to replace should the card get lost, damaged or the information on it to become invalid. The group is planning to add the Police 101 number to the back of the card and is considering how it might help medical professionals gain essential information about the holder should there be an emergency.

The group is also looking at how it markets, promotes and explains how to use the card to Learning Disabled People. To these ends it is working on a website that will contain a photo story about using the card, an animation about filling the card in, a way to download spare cards and background information and an mp3 radio play that tells the story of someone who finds they need to use the card when they get lost.

Alongside the card the group is also planning a companion piece that the key contacts on the card can use to store and have handy essential information, such as medical history, allergies, and next of kin and so on.



Things we still have to do

- Make sure we act on information coming through from Safeguarding alerts
- Find funding to enable Safe Spaces to go ahead
- Make sure the Blue Card is promoted to as wide a group of people with learning disability as possible
- Make sure the bus companies deliver the training for bus drivers
- Looks at the implications of proposed changes to the law for taxi drivers . The group has already made a response to the consultation

<http://lawcommission.justice.gov.uk/consultations/1804.htm>

Safeguarding information on people with learning disabilities

Each year we present our safeguarding adults data as part of this report. Questions coming from this data are acted upon through the Safety and Quality Theme Group .

Overall number of alerts

Between April 2011 and March 2012, 1,431 alerts were made in total. This represents a 21% increase in the previous year's total of 1180. This not necessarily mean that lost moiré incidents have happened – more people and professionals are becoming more aware that they can report hate crime , it is being made easier to report and that they know something will happen from it ..

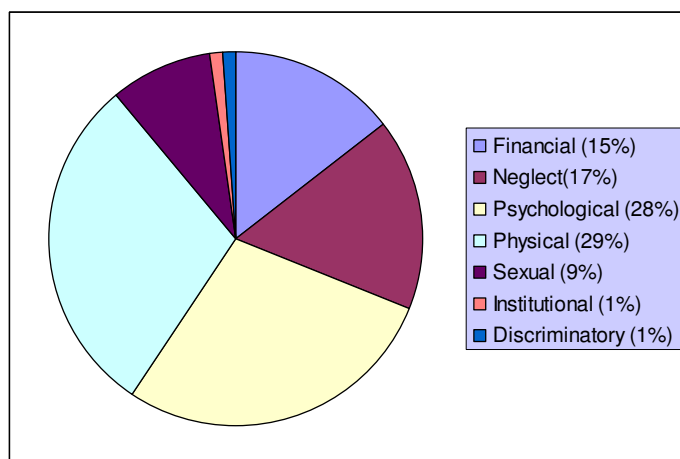
Breakdown for Learning Disability Client Group

Out of the 1180 alerts received 282 were about someone with a learning disability as the alleged victim. This represents an increase of 8% from the previous year's total of 260. The percentage increase from 2009/2010 to 2010/2011 was 35% so the year on year change has actually decreased as a percentage of overall alerts made. We can also see that although there was an overall rise of 215 in the number of alerts made, the number of alerts made in relation to people with a learning disability has only risen by 8%.

Nature of alleged abuse

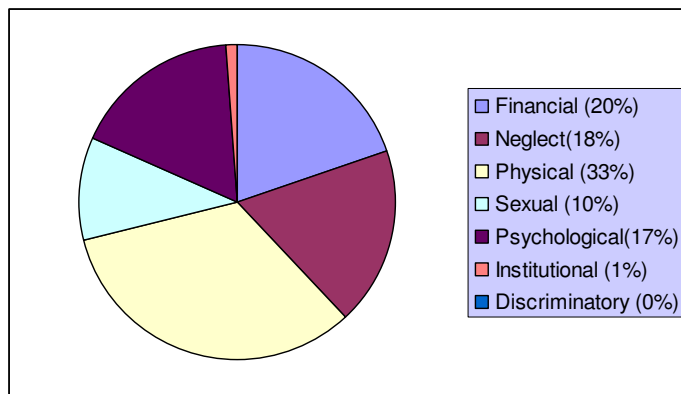
The most reported category of abuse for alleged victims with a learning disability was physical making up 29% of referrals.

2011/2012



In comparison with the data from 2010/2011 we can see that there has been an 11% rise in the number of concerns of psychological abuse.

2010/2011



Location of alleged abuse

<i>Location alleged abuse took place:</i>	Number of alerts	Percentage
Own Home	135	48%
Care Home - Permanent	8	3%
Care Home with Nursing - Permanent	2	1%
Care Home - Temporary	0	0%
Care Home with Nursing - Temporary	0	0%
Alleged Perpetrators Home	13	5%
Mental Health Inpatient Setting	1	0%
Acute Hospital	1	0%
Community Hospital	3	1%
Other Health Setting	0	0%
Supported Accommodation	32	11%
Day Centre/Service	6	2%
Public Place	35	12%
Education/Training/Workplace Establishment	11	4%
Other	35	12%
Not Known	0	0%
Total	282	100%

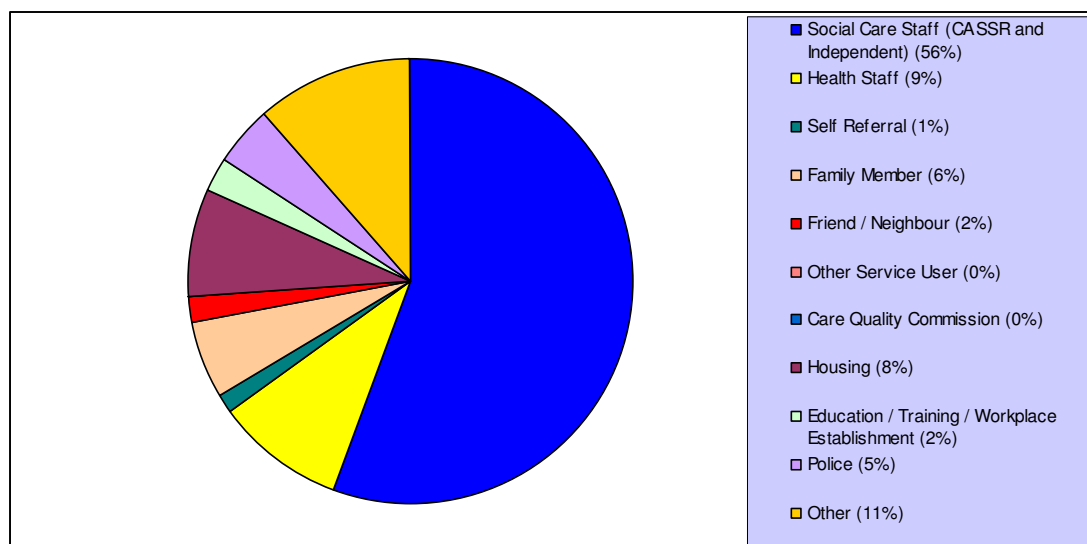
The most common location of abuse for people with a learning disability to experience abuse was within their own homes. However, in comparison with 2010/2011 the number of concerns relating to abuse within the victims own home has decreased by 9%. The number of concerns relating to victims living in supported accommodation has risen by 8%.

Source of referral

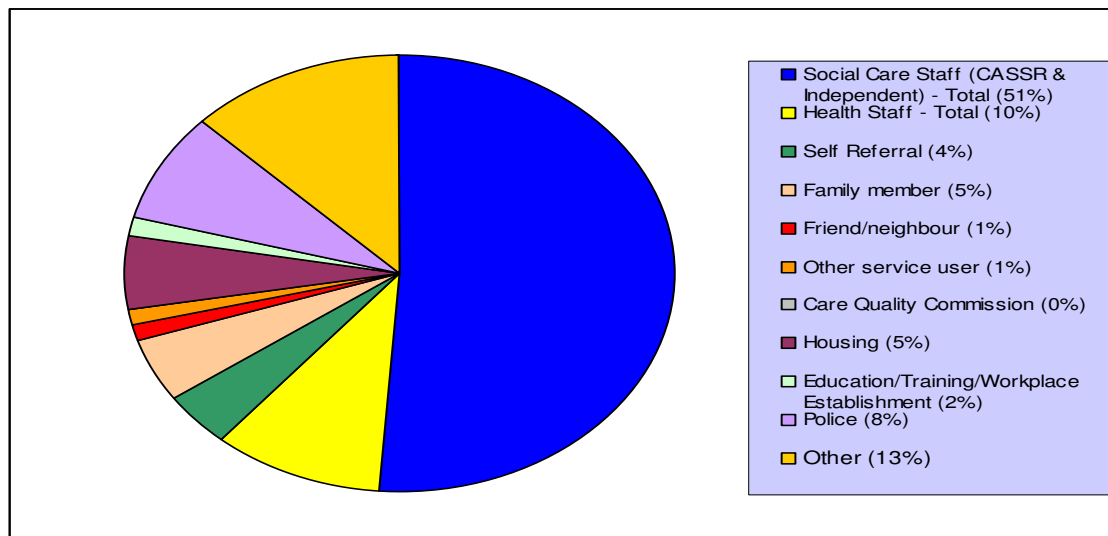
For people with a learning disability the majority of alerts are made by Social Care Staff (55%) this is 10% higher than the percentage of alerts made by social care staff overall.

The number of alerts made by housing staff has increased but there has been a percentage decrease in the number of alerts made by the police, self referrals and family members.

2011/2012

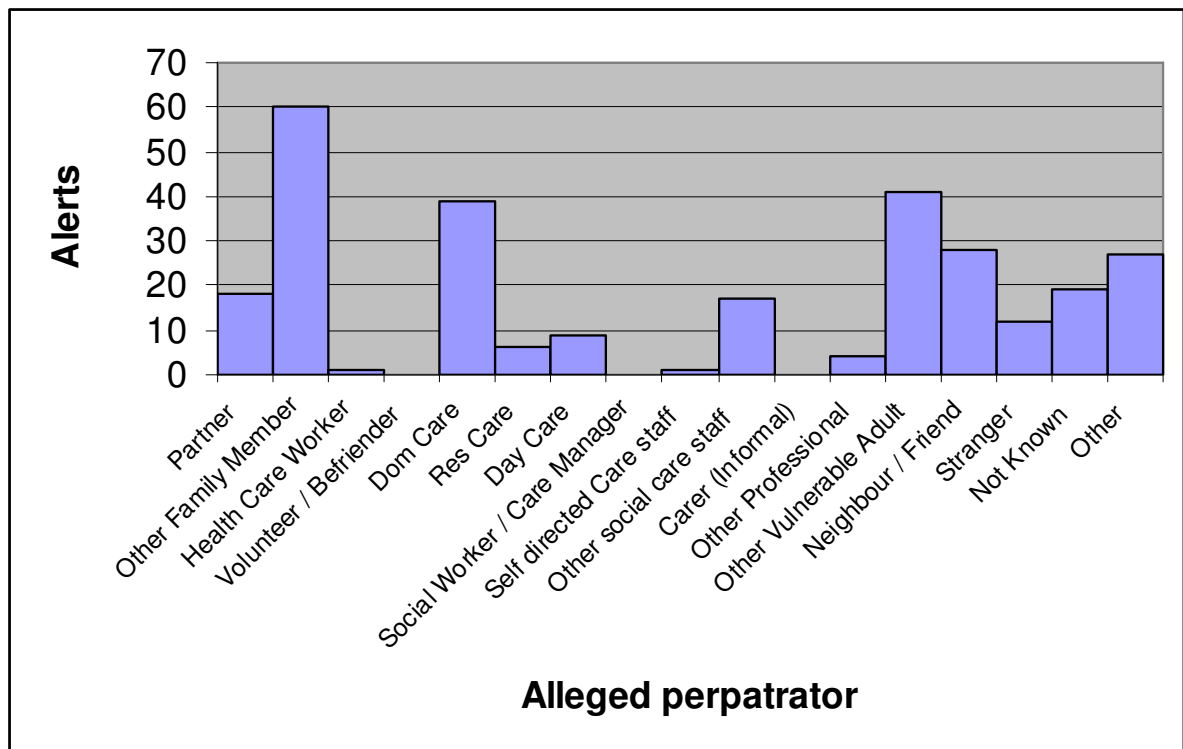


2010/2011



Alleged perpetrator

In cases involving people with a learning disability as the alleged victim other family members were the most common alleged perpetrators. In 2010 / 2011. Combined the most common alleged perpetrators for clients with a learning disability were family members with 78 cases. This differs from our overall data where paid workers are the most common perpetrators.





Rights Equality and Money

Theme Group : Chaired by Rights and Equality

Champion . Other members included the Council's Welfare Rights Team , Disability North Direct Payments Team, and Skills for People , Mencap , and the Learning Disability Social Work Team. The group also had links to

- a group of people with learning disabilities interested in citizenship issues who now operate via the Hub and
- The Personalisation team in Adult and Culture Services
- Access Officer for the Council



Good things that have happened

- Organised the Partnership Board meeting on Welfare Rights reform
- Continuation of the learning disabilities post in the Welfare Rights Team that the Partnership Board funded originally for one year

- We have produced a Good Banks guide –what customers with learning diabetes should expect when opening a bank account .
- Promoting more Changing Places in Newcastle and our Mencap representative has been instrumental in securing a Changing Places toilet at Newcastle Airport
- Keeping voting support going with easy read information on mayoral elections and an analysis of issues raised regarding access to polling stations for people with learning disabilities.

Things we still have to do

We don't have staff time to keep this going as a whole group will continue to take the following forward

Changing Places	Changing Places campaign and North East regional group will take this forward. The council's Access Officer is part of this group
Welfare Reform	This will be part of with on the Council's Financial Inclusion plan
Banks	Joint work with mental health services to make sure this taken forward and published
Digital inclusion – how to get people online and using social media to make contact with friends and to think about how people use their personal budgets	A Working Group on this has been set up

Part Five Voluntary and Community sector members of the Board - their years



Better Days - Report for LDPB Annual report

It's been a busy and successful year for Better Days. We had core funding costs met by Newcastle Fund, Northern Rock Foundation and Victim Support and so were able to concentrate on our work looking at encouraging people to go out and about in Newcastle.

Members of Better Days (all of whom have learning disabilities) continued to meet regularly and contribute their time and skills to the work, all of which was prioritised by them.

Key events were –

- Taster days open to anyone with a learning disability, not just group members. (Ballroom dancing, guided tour of Leazes Park, visit to Great North Museum, session at Northern Print Studios and introduction to IT session at City Library).
- Delivered a number of sessions at the Safetyworks events on Hate Crime (and appeared on the TV!)
- Trained ARCH about how to make information accessible.
- Attended and gave presentations at a number of events on hate crime. Involved in consultation with the police about Hate Crime and with the Victims'

Services Advocate about PCC developments.
Attended Safety and Quality group regularly.

Better Days' 2 main areas of work and good practice.

- Developed accessible information and a drama about Victim Support and the help available after a crime. Toured this regionally.
- Developed and delivered a 12-week Rookie Golf training course (again for anyone with a learning disability) and developed follow-up local groups.

Progress. At the beginning of the year the group identified a lack of knowledge about what happens after a crime as one of the main things they wanted to address, preferably through drama. This was completely achieved. We also delivered a varied programme of activities chosen and planned by people with learning disabilities.



Skills for People

This year, Skills for People refurbished **Key House**, in Jesmond, to provide a range of community facilities, including training rooms, offices, a cafe space with internet, and a Changing Places facility. The building offers a base for Help and Connect services, and space for people with learning disabilities and their supporters to work together.

Help and Connect is a new service which helps people with learning disabilities and their families get the most out of their personal budget by taking control of planning and organising their support themselves. Help and Connect offers:

- Information and Guidance about what's going on in your area, and about local support providers. You can get useful information and tools to help you use your personal budget.
- Support planning: People can drop into our cafe and get help to make their own support plan, from our team, and from others who have already made a plan. We support local organisations and their staff to work with children, young people and their families to make Support Plans to help them get the most out of their community and their Individual Budget.
- Go for it! volunteers can help people make the first steps to try something new in the community.

- Advocacy for people who need information about their rights, support to speak up, or someone to speak up for them about a particular problem, or concern.
- Circles of support for people who don't have anyone to help them make the most of their personal budget.

<http://www.skillsforpeople.org.uk/index.php?q=what-we-do/help-and-connect>

Our Say! Speaking up groups are for people with learning disabilities, to get together, learn, get confident, talk about what matters them. The groups include Geordie Mums, Men of Action, Speak out, and a network of people who communicate without words.

<http://www.skillsforpeople.org.uk/index.php?q=what-we-do/speaking-groups>

The Quality Checkers project set up **Health Quality Checkers**, and trained local people with learning disabilities to work with GP practices (and soon hospitals) to make sure they know how to support people with learning disabilities well.

Skills for People continues to employ people with learning disabilities in a range of jobs.

Skills for People have been collecting stories from local people who lived in Prudhoe Hospital, which are soon to be published.

Skills for People continues to provide help to make information 'easyread'.

Friends Action North East

One to one friendship mentoring project



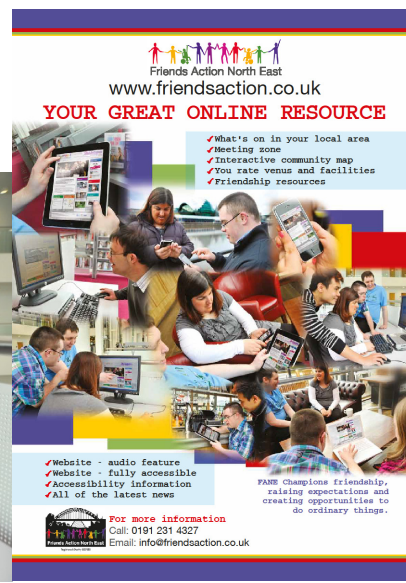
This year Friends Action North East's one-to-one Friendship mentoring project has gone from strength to strength. 10 new people have enrolled onto our programme and have been paired up with a volunteer friendship mentor helping them to access wider community connections develop new skills to make and keep friendships.

Big friendship conference



Friends Action North East held its first annual friendship conference. We are delighted that over 300 people came to our event to help us champion the importance of friendship and to have their say in some of the issues surrounding friendship for adults with a learning disability. This research will soon be available for all on our new website at www.friendsaction.co.uk and also available on our other social mediums like facebook, YouTube and flicker.

New accessible website



This year by working in partnership with councils, businesses and organisations in Tyne and wear we have been able to launch our new website which highlights what's going on in the northeast. The website has many features including meeting zones, interactive community map, accessibility information, friendship resources and all the latest news.

We are also really pleased that our website with its new accessible functions like audio descriptions and languish tools are currently been used my people to develop social activity and participation to wider communities by using IT for the first time.

www.friendsaction.co.uk



Josephine Project

My Health My Say: a piece of work commissioned by Strategic Health Authority across 3 GP practices in North Tyneside. It comprised a series of 2 consultations looking into learning disabled peoples' views about Health Checks, screening services and the services they were getting at their GPs.

We are hoping to use this model with other areas in using Josephine – and now Jack – as an accessible and effective way of consulting with people with learning disabilities on the health services they are getting.

Jack Research and Development Project: following on from the success of the Josephine Project, Them Wifies has secured funding from William Leech Charitable Trust, Cooperative Group and Percy Hedley Foundation to undertake the first development stages of Jack: a male 'version' of Josephine. We have appointed two male session workers to deliver a series of consultation sessions on Tyneside with men with learning disabilities, and to explore what men think are the most pertinent issues for them and to also look at what Jack might look like, what his key features / functionality would be. This will then inform the development of a prototype Jack and will also support further funding and income generation opportunities for the project.