
1st March 2017
Orange LIG – Andover

Henry went to the café at the Wellington Centre to ask service users for their thoughts about the LD Plan review

1. What new promises would you like to be included in the plan?

More safe places

More buildings to have social activities in, like Gateway
Better transport, and minibuses. Wheelchair taxis cost too much.

Day services nearby so that I don’t have to travel miles to get there.

2. **What would you like the new plan to look like?**

Smaller- A5 size- with pull out sections.

A special easy read version for service users with just the promises that are relevant to us.
More copies available e.g. at surgeries, and not just on line. We don’t all have computers.

3. Has the LD Plan made a difference to your life?

Yes, I have my flat now, and I know who to talk to.

Yes, I have live in care for me and my brother, they work 2 weeks on and 2 weeks off.

I like the on call system at Andover Mencap
People that have made their promises should write a paragraph about each one

Traffic lights system is a good way to rate

They should prove they’ve done what they said

Traffic system is a good idea
They need to give examples of how they've kept promises maybe they could show case studies

Traffic light system is a good idea also they should verbally give examples by coming to the partnership board

Traffic light system is good. I think they should come to the self advocacy groups and tell us whether they've kept their promise. We want clear examples of how they've kept their promises.

The learning disability plan has made a difference to me knowing about the safer place schemes in Eastleigh I recognise the signs in the library, in the shop and the police station.

The Police kept their promises by having their open day and having PSCO's visible in Eastleigh.
Advocacy have helped keep their promises by telling us about things that are going on

With the transport promises and information we got to know about the safe journey cards

The plan has helped me to keep linked in with what's been happening

LD plan has helped me become independent

Having information has helped me to know about things

Advocacy have kept their promise in self advocacy groups to make sure we have information on things we need (services) and we now know what’s available to people, their families and workers.

**Speaking Space Romsey (Orange LIG)**

It would be good to have more information on Chapter 6: *Families and Relationship*

Never had health checks

The right support you need health and safety
Don't have support and I haven't got enough information about Chapter 2: The Right Support

Advocacy has helped give information with pictures and I want my support workers to do that as it helps

In the future I want more contact with police and safety people

I don’t know about the plan

Going out is important so more promises about providing activities in Chapter 5: My Day

Health don't really have enough information in easy read

Advocacy has helped me by giving me information which has helped me to learn new things.

Advocacy provide information in easy read

I want a job!

Social workers haven't helped me because I haven't had one

Mum and dad help me go to football

Not much information on relationships I would like more and I would like it in easy read

More help and information about day opportunities

Health has been good as I have had my health checks

I would like to see that there are lots of active safe place schemes across Hampshire

I'm concerned about police stations closing down. So I want the police to reassure me in their promises that there will still be a police presence on the streets.
The format of the plan is good!

The plan has made a big difference to my life because when I first saw it I became interested in it and decided to come to the Orange LIG and then I became a co-worker.

The plan has given me more information about the police.

Chapter 4: The Right Place to Live has given me information on who can help me when I move. I now know that I have lots of choices about the right place to live.

Also Chapter 5: My Day helped me think about voluntary work.
Very happy with my life and I have a fantastic social life

Advocacy have helped listen and provided information

I’ve been given information in a way I understand

Adult social services did keep their promise to look at my person centred plan when doing my assessment

I like the traffic light system

The plan has given me knowledge

LD plan made me understand stuff

Advocacy made make things clear

Social services kept me involved in planning
Health - I had my fly jab and they helped that
Traffic people should come
Fire and safety people should make promises
Education should definitely make promises

**Cornerways Ringwood (Yellow LIG)**

Advice on the right place to live helped me when I had my meeting about moving

I understand the plan as I read a lot

The font could be brighter make it loud in your face!

You could have it in a folder with a list of contents on the inside then it would be sectioned easily

Keep it A4 size

Promise are a bit vague and woolly you have to have evidence
If they lie (promises makers) they will be trying to pull the wool over your eyes

Give clear examples of what you will actually do

For example if I wanted to have my meeting at the (yard) where I work I would expect people to meet me there

Chapter 5: My Day it doesn’t show their happy faces and I would like to see their faces

The pictures in the circles could be bigger

Social workers should keep their promises

Transport is always an issue

**Spiral Blue Ringwood (Yellow LIG)**

Most of the group were interested in the promises made in chapter 2: The Right Support and Chapter 6: Relationships.

‘I have had a boyfriend for 5 years. I come to Spiral Blue Monday, Tuesday, Wednesday, Thursday, Friday. I live with my Mother and Father, brother and two sisters. I have respite with Kayleigh.’

‘MacIntyre support me to go where I want to go, to Southampton, to Christchurch. I live with my Mum and Dad. Come to Spiral Blue Wednesdays and Fridays. I have good friends around me. I have enough support and I know my support workers. I have a boyfriend and he makes me very happy. I look after my Step-Mum and Step-Dad on a Saturday and Tuesday – clean the house, chop wood up. I work in the shop (part of day services).’

‘I was married for 10 years until he passed away. I have lots of family and my husband’s family. I live in a bungalow (with my husband in the past) and have support.'
Blue LIG

Wednesday Network (Basingstoke)

We asked the group: -

What new promises would you like to be included in the Learning Disability Plan?

- We can’t think of anything we would like to add

What format would you like the plan to look like?

- We recognise the lady on the front cover
- We can’t all read
- We need the plan to be easy read
- Bigger print

Has the plan made a difference to your life?

- I used to live with my dad, now I live in a shared house with my friends.
- I didn’t have a choice of where I moved to, but I did know the other residents
- I told people that I didn’t want to live on my own
• I live at home with my family, and I have support coming in to help. This gives my family a break
• I sometimes stay at Orchard Close for a holiday

Friday Network

We asked the group: -

What new promises would you like to be included in the Learning Disability Plan?

• Our rights and responsibilities Transport (e.g voting, as a citizen)
• Money Management/budgeting
• Choosing the right support/provider framework
• More choice about who supports us, we don’t get to choose
• Employment - More courses and training about finding work
• How to stay safe in the community, making our town a safer place – more promises about the safe places scheme
• Promises that those people who need the support will get it
• Regular reviews of our support
• More accessible information
• Providers of day services making promises. Also more information about choices and peer reviews or explanations of the service
- MP or local council to make promises - e.g. Library to have more accessible computers and support to help us use them.

**What format would you like the plan to look like?**
- More pictures that are up to date and relevant
- More copies and more available
- DVD
- Smaller so that we can carry it around
- In a book or folder
- Accessible phone app

**Has the plan made a difference to your life?**
- “It has helped me have a job as a Partnership Board Representative”
- “It helped me have more choice about where I lived”
“Having Housing and Adult Services work with me and my family has helped me”
“It has helped remind me about the things that are available and therefore given me more confidence”
“Hospital passports are talked about a lot more”
“Knowing that people I live with are getting the right support with their health has helped me not worry about them”
“There are not enough support workers now”
“I am having to do more to help my parents”

Happy Club

We asked the group: -

What new promises would you like to be included in the Learning Disability Plan?

- More promises from G.P surgeries, they are not very understanding of our needs.
- None of the promises in the plan cover children, why not?

What format would you like the plan to look like?

- The front cover would be better if the writing was bigger
- Braille for blind people

Has the plan made a difference to your life?

- I’m happy to talk to the police if I have a problem
We asked the group: -

What new promises would you like to be included in the Learning Disability Plan?

- We think the plan has enough promises

What format would you like the plan to look like?

- How about braille for people who can’t see at all
- It needs to be much bigger and bolder print
- The inside pages would look better if they were more striking with bolder pages, a bit like the contents page
- Maybe have it all in capital so I can read it better

Has the plan made a difference to your life?

- Yes, since working on the L.D plan I have a better understanding of the promises. This means I can answer other people’s questions with more confidence
- The friends where I live look out for me
• My carers help me a lot, they help me to stay safe by keeping my doors locked. They also help me with cooking and cleaning my home

Purple LIG

**Drop In Self Advocacy Group** (Fareham)

We asked the group: -

**What new promises would you like to be included in the Learning Disability Plan?**

Please could social worker promise to get to know you before assessment or review?
Can all staff working with us promise to read it?

**What format would you like the plan to look like?**
An accessible website
Use an App for people who have tablets

Has the plan made a difference to your life?
None still have to be home by 8.30pm as staff finish at 9pm
I can stay out late as staff changes their shifts around what I want to do.
Talking and listening helps my mood swings

Say Group

We asked the group the following questions:

**What would you like the plan format to look like?**
- It hasn’t got enough pictures. I would understand it more. There are too many words.
- It could be in bigger print.
- I’d like shorter sentences.
- They could bullet point the information, for example on page 3 of My Day.
- It helps that we know some of the people in the pictures as it makes it more real (and true).

**What new promises would you like to be included?**
- They need the Ambulance and Fire Service to make promises.
• It is not clear what the promises are in Staying Healthy or Staying Safe.
• The Library Service should be involved – we use it a lot for different reasons
• The local Leisure and Sports Centres should be in there
• What about the respite places such as Orchard Close.

Has the LD Plan made a difference?
• Not directly to people, but INDIRECTLY through education of staff (if they are made aware of it). They are Nicer, more Experienced, Give More Time, and LISTEN MORE. Medical Receptionists are friendlier.
• Some bus drivers are kinder and better to those people in wheelchairs and walkers. They wait until we sit down. We don’t always look disabled.
• It is still not 100% perfect. They need better communication with people about what is going on and who is writing this.

Winchester Gold

1. What new promises would you like to be included in the plan?

Better transport

Make information easy to understand

Announcements at bus stops

Better times on the routes we use

Better access to dial a ride

Keep the same support staff, not as many changes

Same support workers and to know who is coming
Support us more with direct payments

More easy read letters from services

Reminders of appointments texts are good

Staff to slow down and take time to explain things to us

More training to understand us

2. What would you like the new plan to look like?

Less words and more pictures

All one book not lots of bits

Dvd –

Someone talking about the plan we can watch

A list of promises (like a chart)

Every one to have one including staff

3. Has the LD Plan made a difference to your life?

I like to have my say

I don’t understand all of the plan so I’m not sure

I get things like my health check
I have a new day service

I can talk to people like police easier now

**Green LIG**

**Havant Hub Self Advocacy Group**

**We asked the group: -**

**What new promises would you like to be included in the Learning Disability Plan?**

- Shops
- Ambulance service
- Doctors and GP’s
- Local Council – staff and representatives
- Bus drivers ad taxis
- Staff – they should know about the plan
- The big bosses should tell people to follow/keep these promises

**What format would you like the plan to look like?**

- Pictures are too small
- Easy read – larger print
- Have a version to listen to
- Braille version
- Right support layout – ok
Too many works in some chapters

Has the plan made a difference to your life?
My day is better
I now use the library and community resource so much more my staff help me.
I am not happy with social services but advocacy help with speak about this.
Not being paid for work it all voluntary
Paid work is still a big difficulty

Kingsley Self Advocacy Group

We asked the group: -
What new promises would you like to be included in the Learning Disability Plan?

- The group would like the ambulance service included
- Buses –safe journey card is first bus stagecoach driver can still be rude.
What format would you like the plan to look like?

- More Pictures
- Thumbs up or down
- More user friendly

Has the plan made a difference to your life?

- It has made me more happy talking about it and being involved
- Better support from dentist and doctors
- My support has improved
- They take me out more than what they used to
- My support take me to Zumba dance class
- I walk my dog with my staff
- I go to the lighthouse group and my staff stay with me
- I can’t stay out until the end as I have to get up early but that’s my choice.