Report for the Partnership Board

My Day

17th June 2015
Hart and Rushmoor – Rep Report

8 people at the Farnborough self- advocacy group and 5 at the Friendship Group were asked about the My Day section of the Learning Disability Plan.

- People knew about the activities in their area and talked about the things they do in the week such as sports sessions, advocacy groups and social events such as bingo. They also knew where they could get information about other events such as the library, notice boards, leaflets, friends/family and support workers.

- Most people said that they choose what they want to do with their day and at weekends and were asked by staff, others had never heard of Care Plan.

“have meetings with support worker and care manager”
- Some people had paid work or voluntary work however others would like a job that that hadn’t got one.

Someone said that

“there’s not enough jobs to go around”

while another person believed that

“people like employing people with learning disabilities”

- A lot of people who weren’t working had not heard of the Support Employment service and had never been to the job centre. They talked about how they could help and the SAG also plans to invite someone from the Job Centre to talk to people about how they can help.

- When asked if transport is getting better one gentleman said
“Not really but it’s ok”

- While another described using the train a lot and being happy with how many there are but is concerned about safety

"I think there should be seat belts on trains"

- A good point was made that trains are more expensive than buses. Someone said that

"I would use the train more if we had a train pass like a bus pass"

People said that advocacy

"Had changed things with staff" and "helps me to speak out"

Also

"advocacy helps me by talking about lots of different things"
16 people looked at some of the promises that have been made in the ‘My Day’ chapter of the Plan.

Adult Services and NHS promise that everyone with a Learning Disability are involved in writing their own care plans, including what they want to do during the day.

We asked do you help write your support plan?

8 people said they didn’t have one.

Only 3 knew if they had a support plan – they said the following things:

I tell Mencap what I want to do.

I discussed all my ideas with my support worker, I have a timetable that I helped to write.

My staff have my support/care plan.
We asked if you have a say about what you do in the daytime, evenings and weekends?

13 people were able to tell staff what they wanted to do.

1 person said they can’t tell their support because they’re always too busy.

Adult Services and NHS promise that action is taken when the support is not good enough

5 people said that they can’t always do what they want because there’s not enough support.

People still have bad support =

Support on mobile phone when working with me.
Support worker not turning up.
Support worker often late picking me up.
No-one let me know when the professional seeing me did not turn up.
What did you do about bad support?

Nothing. My dad phoned the office and they sent someone else. Things are now better. I tell my boss.

The Department of Work and Pensions promise that as a Government Department it helps people with a Learning Disability into work and pay benefits.

Is the job centre, or anyone else helping you get a job?

Yes for paid work.

1 person works for Loddon Enterprise.

1 person has a cleaning job.

1 person has a zero hour contract.

7 people said they did some voluntary work.

What help did you get to find work?
1 person got their own job.

The rest of the group said they had help from the Shaw Trust, Supported Employment Service (when it was called Turning Point) and the Aspire job club (local Basingstoke Mencap project).

**Speakeasy Advocacy**

Advocacy will make sure that it will help people to take part and have their say in their local community, by getting to know their MPs, councillors and leaders of local services

??

Is Advocacy helping you to have your say?

6 people said yes

- Advocates helped me to get my support worker.
- They listen to us.
- They give us a lot of information.
- The Self Advocacy day was useful.
- They helped me to move and find new things to do.

**Hampshire Police Authority**

The Police will make sure that people with a learning disability will see the police treat everyone fairly

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Do the Police treat you fairly and with respect?
When I lost my wallet, I went to the police station and I don’t think they treated me well.

I got bullied at work and the police took a statement, in some ways they treated me fairly.

I had to report something to the police and they listened to me and did what I asked for.

The community support officer came to see me when I moved into my new house and gave me some advice.

The police will make sure it works alongside people with learning disabilities to stop hate and mate crime.

Have they done this?

5 people knew what hate and mate crime means.

The group said that the local C S O has been to visit us at Network to explain what it is.

Other members of the group told us they went along to the Hampshire Being Safe conference and learnt a lot about crime there.

How can people who have made promises make things better for you?

More publicity and pop in to see us so everyone is more accessible!
We talked about the promises that were made by Adult Services, Health, Advocacy, Department of work and Pensions and the Police.

We asked the group if there was more choice of activities that are meaningful and enjoyable for them to do during the day and the evening, no matter where they live?

They said:

- There are clubs that they can do in the evenings and during the day but they are clubs that have been established for a few years
- The group said that many of the activities they attend are changing and some are moving to another venue.

“I am not happy about these changes as it will mean that I will have to catch two buses to get there”
- They did not think there was enough information about the activities available
  - 2 people learnt about a flower arranging club through the church
  - 1 person went to his GP to find out about activities
  - Most of the group found out about new activities from Friday Network
- They felt that some evening activities were too far out of the town centre and transport was an issue
- They often had to leave groups early because they didn’t want to miss their last bus
- They felt that the people who organised activities should talk to each other because on some days there are lots of things to do and on others nothing.

We asked the group if they felt that they were supported to get a job?

They said:

- 5 people had a paid part time job (3 in the same organisation) 2 of these wanted to work more hours but were told that they couldn’t
- 1 person was on a 0 hours contract and said
  
  “every time I went to the Jobcentre they gave me jobs that I was not able to do”

- 7 people did voluntary work for local charity shops but 1 person had been asked to leave because there were too many people with a learning disability there.
  
  “Aspire Job Club has helped me in looking at what sort of job I can do”
  
  “I have worked for the NHS recently and they were very supportive”
  
  “My family helped me get my job”
  
  “I lost my job because there was no one there to help me when I couldn’t do something”
  
  “My advocate helped me when I had problems at work”
Everyone felt that it would be a good idea for employers to give people a trial period in a job

We asked the group if Transport was available when and where they need it?

They said:

- "Worried that Dial-a –ride is not funded for next year"

- Dial-a ride is really good but can be expensive and you have to book it 3 days in advance
- The busses are often late which means that we have to wait around
- The timetables are difficult to understand and they are not always helpful at the bus station

- "I have to go home early because I can’t afford a taxi home and there are no busses"

- "I have to ask my family to take me places and pick me up"

Liaise Loddon’s feedback for the partnership board on ‘My day’
9/6/15 (people with complex needs)
We spoke to 3 people at Sansa House, Thomas Lozza and Lloyd. Leon knew Lozza and Thomas from football and the Wellie club. We looked at the promises made by Advocacy, Adult Services Health and the Police

Advocacy will make sure people have their say about what they want to do in their lives, and to try new things.

Does Advocacy help you have your say and to try new things?

Thomas chooses all his activities. Lozza enjoys going to the Wellie disco, and she recently went swimming for the first time. Lloyd likes going out to new places for walks.

Adult Services and the NHS promise that Community learning Disability Teams will make sure people with a learning disability have the support they need when they have an assessment.

We asked when you have an assessment do you have good support?

Yes we always have someone to help and if we don’t understand we use pictures of our emotions.
Health will make sure that action is taken when the support is not good enough

We asked is your support good?

If it is good has it always been good?

Thomas, Lozza and Lloyd all agree their support has always been good

Thomas told us yes his support is very good. If he’s upset and he needs time out his staff are very understanding
The Police will make sure that it works alongside people with a learning disability to stop hate and mate crime

We asked if they knew what is meant by hate and mate crime, and to share any of their experiences?

Thomas told us a while ago he and his mum tried to park in a disabled space but a van without a disabled badge parked in the space and wouldn’t move!

Green LIG

East Hampshire and Alton

We have been out to group in East Hampshire asking people questions about “My Day” we asked people about;

College – have they attended, what they studied, do people want to go to college

Work and Volunteering – Have people had a chance to do this? What else is important about work?

Learn and develop skills that will help with work and life?

What do people enjoy doing in their day?
Alton College    South Downs college

Courses completed - Cooking money skills sewing IT Independent living
Health and social care

Other things people said:
No One will pay funding over a certain age –this is frustrating
Want to do woodwork course
I would like to do a child care course
Alton College – did not support me very well
No work experience at college –then left and I am unable to get a job.
I need support to go to College
Like to lean about Horse riding
No money to do courses
Course on Astronomy
More drama courses please
I work at sue Ryder
Work in scope
Help in charity shop
I volunteer at Kingsley centre
I work at a garden centre
I volunteer at play group

Other things people said:

I do volunteer would like to go paid work
Job at pizza place – didn’t pay enough
Use to do Red Cross – mum didn’t think it stimulated brain enough but I loved it.
Have got paid work but don’t volunteer anymore, like getting paid as saving to buy things for house.

Would like opportunity for work/volunteer – but need support to do this

Would like paid work but when said about disability they said stick to voluntary work. I want to work in Iceland.

More work in child care

Learn and develop skills that will help with work and life?

I want to learn skills but there is no one to support me

Kingsley centre help me learn skills

Parents/Sibling help me learn skills

I learn money skills

Money management at Havant Day service

I learn skills at Kingsley centre

Day service we learn skills that help us there – We learn money skills when out with day service.

More friends

What do people enjoy doing in their day?
We take part in activities with day service

Public transport in this area is not very easy. So getting out in evening and weekends is hard.

I spend time with my family at weekends

We need support who can drive

Would like to go out evenings

Relying on others to go out can be difficult

Cost of travel makes it hard in rural area

Would like to do painting

Like to meet people

Gymnastics

More trips out –but need transport and support

**Havant Hub**

20 Group members attend to give their views on “My day topic”
6 group members have been to college they studied things like;
Drama  First aid  Child care  cooking skills  Sport  Bridging course

Group members where looking at college as they would like to study again – funding is making this hard.

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**JOB**

Paid work/Volunteering

5 people in the group had a job
Many of these jobs are actually volunteering but the group members called them jobs.

Group members would like more chance to volunteer or get paid.

Group’s members are very happy about opportunities advocacy can provide for paid work.

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**Activities**

Activities during the day

The group talked about the things they do now during day, evening and weekend.
Things we would like to do but can’t

No Bowling –in Havant now
It’s hard to get to Gunwharf or Chichester to go Bowling
Weekends only get 2 ½ hours of support so need to save these to be able to go out for a day trip.
Not enough support to help me go out
Cinema – too far away hard to get to Port Solent—needs 2 bus changes
Horse riding – I can afford it but not staff mileage to get there
Have friends round to mine
Go on holiday –hard to save up, get staff to support me

Promises in the Plan

Transport – Safe Journey cards are first buses we have stagecoach –so drivers take no notice
Police – Advocacy have helped us make contact and our Local PCSO comes to our group to meet with us and help with problems.

**Purple LIG**

Winchester My Day – Feedback from Hear Us, Drop In and various other groups

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<th>![Smiley Face]</th>
<th>![Sad Face]</th>
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<tr>
<td></td>
<td><strong>Good Things</strong></td>
<td><strong>Bad Things</strong></td>
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<tr>
<td><strong>College</strong></td>
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<td>(ace)</td>
<td>• Learning</td>
<td>• Timings don’t fit with public transport</td>
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<td>• Seeing friends</td>
<td>• Can make other commitments hard to keep, not flexible enough</td>
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<td>• Staff are nice</td>
<td>• Few courses on offer</td>
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<td>• What to do when you have done them all before?</td>
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<td><strong>Leisure Centre</strong></td>
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<td>(river park)</td>
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<td></td>
<td>• Friendly staff, know many of us well and we can go without support</td>
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<td></td>
<td>• Other organisations run groups for us there: Football, swimming, archery, multisports,</td>
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<tr>
<td>Support</td>
<td>Lots of Day and Evening Opportunities, groups and activities</td>
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| - Direct payments – more choice – I can get the right support for my plans  
- Some of us have the same support staff even if our providers changed | - Winchester Gold (variety of activities)  
- Boaz (farm based)  
- Origin (farm based)  
- Perlins (variety of activities)  
- Blue Apple (dance, drama)  
- Gateway  
- Sports  
- And many more… | - Socialising is important – seeing friends and meeting new people  
- Nice to have things to look forward to  
- Not stuck indoors  
- Regular routine  
- I like choice it is good – having lots of activities to choose from  
- Going to other places on day trips  
- Nice to have different circles of friends  
- Courses and workshops, that help you learn new skills and give good advice |
| - The right support  
- People who can communicate well and we understand  
- The times we are offered our support is not flexible enough  
- Sometimes we have to miss or leave activities early for staff to hand over which is | - Sometimes there is too much going on (Mostly Blue Apple rehearsals) |
<table>
<thead>
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<th><strong>frustrating and we miss out.</strong></th>
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<td><strong>• Difficulties going out where the support is shared</strong></td>
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<td><strong>• It can be expensive to hire independent support workers who are sometimes more flexible</strong></td>
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<td><strong>• Different staff more or less willing to do what it takes to help us take part in different activities</strong></td>
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<th><strong>Transport</strong></th>
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<td><strong>• Some people have had trouble using bus passes on wheelers buses and we had to take it to the lig.</strong></td>
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<td><strong>• Bus drivers are not always helpful</strong></td>
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<td><strong>• They don’t give us enough time to sit down</strong></td>
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<td><strong>• Sometimes they drive too fast round corners and stop too suddenly</strong></td>
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<td><strong>• The bus companies are not very good at handling our complaints</strong></td>
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<td><strong>• Since support providers have changed some of us don’t share taxis anymore and this makes evening activities expensive</strong></td>
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<td>Work</td>
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<tr>
<td>Seeing colleagues</td>
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<td>Getting things done</td>
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<td>Getting paid</td>
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<tr>
<td>Being able to achieve</td>
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<tr>
<td>Having purpose</td>
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<tr>
<td>Feeling like we make a contribution</td>
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<td>Some people are now working with Winchester GoLD and the job centre to help us get the right support</td>
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<tr>
<td>Doing something more than charity shop work</td>
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<tr>
<td>Difficult to get paid work</td>
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<tr>
<td>Need more help with this</td>
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<td>Sometimes we wait a long time for appointments at the job centre</td>
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<td>The appointments are too short</td>
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<td>Some people stop getting appointments and only get phone calls</td>
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When asked what part of their day they would most like to change most people said they would like work and if possible paid work.

Say Group  (18 people)

My Day

Ashcroft Drama/Art  Work

Cinema  Literacy course
Dog walking  Gardening  Horse riding
Cashpoint day - Mon/Wed
Cooking course  Shopping  the market in Fareham

Beneficial Foundation
College – St Vincent  Highbury  Portsmouth
Day Service (Fareham, Gosport)  Staunton Gardening
Solent Youth Action gardening activity

Social Groups  Genesis plus
Daring Club  Discos  Club 87 on Wednesdays

Youth Club  Say Group  Causeway

Theatre school  2p machines at arcade
Craft Group in Gosport  Go horse riding
Tip run with my carer    Swimming                     Gym at college
Car boot sales
Bowling – but local alley closing down
Going to Cafés with carer/parents
Cooking Course at Brune Park
Fast food restaurants                             Poppins Café
Going to the pub                             Port Solent
Harvester at Fareham
Whiteley                             Inn by the Sea
**Job experiences**  
Barnadoes  Working on the till  
Sue Ryder  Age UK  
Work in the clothes shop for BHF

Work in the BHF furniture shop  Mary Rose Museum

Dog walking - I will be paid  
members of Southampton Health Service User Group

‘Work’ in Hewitts Cafe  ‘Work’ at Petworth pub

Through college one person is going to do work experience at Marks and Spencer…..they will walk or go on the bus and will go with support

Some self advocates have interviewed social worker applicants for HCC

Some have had limited work experience opportunities through supported employment – ‘few hours and did not last long’ and did not lead into anything

People know where the Job Centre is but do not use it unless called for interview
People would like to be able to earn money and no one does

Self Advocates feel that transport services do not support their lives –

“Buses once every two hours to go to Fareham and no service on Sundays.” ‘It’s public transport.’

‘did not run as often as needed’. There is a bus to get to the group but the last one is at 7.30 so he needs a taxi to get home (expensive).

‘cannot go out in the evening ie to the cinema if they rely on the bus as they cannot get home on public transport.’

Need staff who can drive

Two Self Advocates had to leave the group early because of staffing shortfalls.

Self Advocates feel that having a Person Centred Plan has supported them to speak up and make changes in their lives i.e. start new hobbies or activities. It can take time to get change if a care manager is involved because you have to wait for them to be allocated or visit.

‘Advocates can help me make decisions, to understand things’ ‘They listen to me’

It took one person’s care manager 5 months to set up a payment for an activity (sickness, holiday, going to panel.)

‘I want to go out in the evening to play pool or go to the cinema but there is not enough staff to come with me’

‘We need to keep local services – we don’t all live in big towns’
Saturday Drop In

Things the group liked doing during the day:

Seeing friends Monday club  marwell  Friday club
Disco at Wednesday club Ashcroft centre –dance group
Swimming club, shopping, music shows, staying out late, bingo
Our circle of support ask us –and help us plan things

Problems we have doing the things we want:

Transport –we need staff to take us to things that are further away or support us when needed.
We want to stay out late but can’t as staff need to finish shift.
4 people in the group said staff had changed shift to allow late nights but this was needing to be cut back due to hour’s reassessment and more shared care.
Staff need to help more to support us the do the things we want visit places outside Hampshire.

Jobs –3 members of the group volunteer in shops
Some have paid work opportunities that are provided by advocacy
Things that can make it better

More staff at weekends  Able to stay out late
Better transport or more staff able to drive

**Orange LIG**

My Day Workshop

On 21 May Henry met with 5 service users at Andover Day Services

Henry asked them 5 questions

1. What do you do during the day?
2. What do you do in the evenings?

3. What do you do at weekends?

4. How do you find out what is going on?

5. How do you get there?
Here is what they said:

1. During the day

Most people go to Andover Day Services

People listed the activities that they enjoy
No-one said that they disliked any sessions
No-one said that they would like anything different

Only 2 rooms are being used at the moment which some people are unhappy about. The floor surface in the dining room is harder to walk on for one service user who uses a frame.
A lot of people go out with support workers or have support workers who help them at home during the day.

Some people said that they liked to go to the pub with their support worker.

No-one in this group attends the Wellington Centre
One person attends Boaz
One person said that they go to College to do maths one morning a week.
Some people go to the Spice Club on Fridays.
2. In the evenings

**Gateway Club**

A lot of people go to Gateway on Mondays
The music is good
Different activities would be good - not just Bingo
No-one in this group goes to **Club Seven**
People could not think of any other evening groups or activities. Some would like to have other activities to choose from, others are happy with what there is at the moment.

3. At the weekend
A lot of people go into town with their **support workers**

**Issues with support**

It can be difficult if we don't know who is going to turn up, or if they are short staffed.

We can’t plan what we want to do

We need time to plan.

Some people said that they were happy spending time at home at the weekend.
4. How do you find out what is going on/ what activities are available?

The group were not able to answer this question.

They said that at day services people are told what is available and then choose their activities.

Some said that they might go to the library
But there is no central point for people to get the information
A book or leaflet would be useful

5. How do you get to your activities?
Most people using Andover day Services are picked up by the **minibus**. None of this group use the bus without support. Some have a bus pass and said that they use the **bus** to get to Gateway and the dentist, with support.

Bus timetable reduction means that often there are not buses when we need them.

A lot of people use **taxis** to get to college, Boaz and appointments.
Pavilion in Eastleigh (Orange LIG)
11 people spoken to

Transport and taxis are important for my day.

Social worker listened to me they kept their promises by listening
Lately, the lack of buses has caused problems. We used to have one every 20 minutes, with the Velvet buses, but now it's one every two hours. My support worker has to take me out more and they've had to charge me more to cover petrol.

We are lucky in Eastleigh because there's lots of activities but it's hard to always know what's going on.

It would be good if the information for activities was all held in one place. It could be updated when new things come up or if things are cancelled.

I look at leaflets to find out what's going on. They are easy to read in the library so it's a good place to get information.

Some of the people who do the activities want you to pay in advance for 6 or 8 weeks. This isn't always good because some weeks you might not want to do the activity and then you have to go because you've paid for it.

It would be good if we could do some activities at college like pottery or cooking.

It would be nice to have more choice of activities. If there are four of us in a group an 3 people want to do one thing and the other person doesn't they end up having to do it. Sometimes, though, we can swap.

We don't mind being out in the community when it's winter time because most of the activities are inside.

Some days are expensive especially when you do an activity and then pay for lunch or drinks.

I like going to the shops.

Happy with my days. It's fun! I have enough activities.

I get picked up by my support workers if I didn't have any support workers it would be hard to get to places.
Advocacy have helped me with my choices.

I enjoy my days. I like being busy!

Every Tuesday I go dancing now and I've always wanted to do that.

I go singing on a Monday and I like being active.

I like the friendship group because I can meet all of my friends.

I like volunteering in the kitchen at the friendship group. It’s given me the skills I need to apply for the job I wanted.

Having good support helps me have a good day.

I wouldn't want to be just at home

I love doing doggie walking.

I go to the new pub called the Blackhorse shoe. They have raffles and skittles there.

Feedback from The ACTIVE CITIZENS group

People said they did the following in the day time:

Work – paid
Work - unpaid
Work experience
Shopping for food with support
Hobbies
Free time – “my own choice” – this is very important for people who had a busy schedule with work, hobbies etc
Time with family and/or friends
Day trips out occasionally
Having a day service – doing arts & crafts, playing golf, coming to Active Citizens
Window shopping – on days when there are no activities through Launch Pad
Going to the Library
Education – but this is “too pricey”. “Can't afford to learn anymore”
Some people would like to have opportunity to learn more
“I have limited activities and it is all a bit routine – the same every week”
Opinions on other services that support day activities:
Support in the day – this is generally OK
Help in the day – this is Ok
Information about what is available in the area – not good enough. Where is this available?
Transport – not good, not good enough. There are lots of changes to transport routes and cuts which make it difficult to access activities.

Things people would like to do, that have not happened:
Boxing – this was stopped because there was not sufficient staff
Community radio – “there was not enough help to make this happen, no one-to-one support for an extended time”.
Lack of finances – “I can’t afford to do all the things I would like”
Launch Pad – one person said there was “too much sitting around doing nothing – some sessions were a little bit silly”.
Lack of choice and finances – one person was offered one to one support to swap for DICE Club attendance which was valued as a way of catching up with friends so this was refused.
Revivals – the disability nightclub in Southampton is missed by many people – this closed down last year. It was enjoyed by lots of people, all ages and carers too. Opened until late.
People reported that sometimes they cannot do something because of the fixed shift support times – could not attend a Saints match with a free ticket because the staff change over time was during the match playing time.

General comments
Weekends – some people have one to one support at weekends. One person said it was his choice what they do, sometimes the pressure to think up something is too much and he prefers to cancel it and just go home to see his parents.
There are conflicts with other house members if there is limited support and they do not all agree on what they want to do.
Another person says one to one support is OK – “it depends what they have lined up”.
Family support is really important to people who are in supported living. It is somewhere else to go which is also “home”, if things are too intense at their own home.
People who worked said they were very happy at work – one person works 3 days a week, another half a day.
One person had recently been made redundant.
The Pub is very important – another refuge, they see people they know and are made welcome (certain pubs, not all)
Gym is very important to one person, another accesses it with support.
One person said he had to push himself to go out and do things. He is a very good organiser and often takes a group of people along to do stuff.
One person said he would not like to go back to College, went there for 4 years and has had enough (person in his twenties)
Older people (30s, 40s and 50s) and one person in twenties were keen to learn more but could not afford college rates.

PROMISES
No-one was aware of Adult Services providing information about local activities

Some people said they had never had a PCP

Some people did not think the LD Teams had information about what was on offer.

People were surprised that Adult Services were listening, they asked where and when are AS listening? What vehicle exists for people to tell Adult Service stuff about what people want to do in the day? Some people who have a day service can talk to Launch Pad providers but not to AS.

Passenger Transport
Not sure that the needs of people are listened to – they were invited to talk to ACTIVE CITIZENS at least twice – never responded. PT Staff did attend meetings of professionals, carers and small number of users – Orange LIG.

Eastleigh Bus station has greatly improved its information provision – with clear signs, more information and push button announcements – this is EBC. Active Citizens had complained about the Bus station to the Council.

One person carries a Safe Journey Card but he does not travel alone ever. Most people do not have issues with buses or bus use.

People do have issues with cuts to bus routes. Halving the frequency of buses has meant it is more difficult to attend activities in the surrounding parishes. Cannot get there on time or have to leave session early to catch the bus. “It takes a lot of pleasure out of activity if you are worrying about whether you can get home.”

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Eastleigh Friendship group (Orange LIG)
9 people spoken to
I have a lovely time at friendship group. I have some great friends and good support workers.

Easy to get around Eastleigh by walking or by using buses

My support worker drives.

Enough choice of activities.

I like Dice club and drama.

I feel that I have enough money for the things I need.

I don’t have social worker.

My social worker keeps her promises as she pays for me to do my activities and transport. She listens to me and explains things clearly. She provides information for activities. She asks me how I’m feeling and how I’m feeling at home.

I’m mostly very independent and I know what I’m doing every day

I might like to go to a summer music course at college if they had one or cookery

No one knows about hate crime app can. So can the police you come and show the group how to download it and use it?

Police should come here and the fire people.

I went to the doctor this week. It was good I think they are keeping their promises to help me have a good day. They did an action plan with me.

My housemate has crutches and had to go to the hospitals. She had to pay £20 for parking.

My dentist keeps their promises they make sure I’m informed with my treatment and care plan.

Advocacy make sure my choices are respected.

We’re encouraged to try new things with advocacy.

Self-advocacy teaches us new skills and things that are happening in the community

Nothing (buses) goes to Flemming Park so I get off and walk to Derby road.

Romsey Self Advocacy (Orange LIG)
12 people spoken to

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Can't remember last time I saw a social worker or had a review.

Community health teams speak nicely to me

Opticians- they show me pictures and ask if I can see them.

Having good support helps you to keep your job

Happy upbeat support workers are good.

Transport is a bit rubbish in Romsey.

Buses are always late!

They pull off before you have a chance to sit down.

Romsey to Winchester bus pulls off too fast. Sometimes the bus doesn't stop at the bus stop.

Drivers can be quite rude but not all of them.

Bus into Southampton they were ok.

Hythe to Southampton was fine.

Not enough buses only every hour.
Not enough time to put wheelchair away safely on the bus.

We went in the bus the other day with a person with a wheelchair and the bus driver was fantastic!

I would like to do more drama.

I like to go out for coffee.

I like seeing my girlfriend.

I like doing craft things and cross stitch.

I like to go out on a Friday night.

I go to exercise classes at Applemore

I like holidays to Butlins and the Isle of Wight

Used to be bored some days as I was just at home. My carer tried to get funding to get more support at home. I get some support but sometimes I am still bored at home.

I like being busy.

Discos doesn't happen anymore. I liked them. What's happening with them?

I like spending days at Equinable

I like word searches, puzzles and bingo. I am going to try exercise and going out in the car and buses.

**Speaking Space (Orange LIG)**

8 people spoken to
Yes, I have a good week.

Go on the bus two days.

No easy read information given to me by my social worker.

Social worker speaks to me clearly and uses easy to understand words.

Both the social workers and the doctors speak to me and my mum.

Opticians are good. They listen and speak directly to me and explain things.

I don't social workers they've got the got funny eyes and they look at me funny. They shout! I've had six social workers in 6 months. This isn't good as I don't like change. Some social workers smell of smoke and wee.

Doctors and dentists treat me well. They talk to me. The dentist sometimes shouts at me. He told me he was going to take two teeth out but not that he was going to give me 7 injections!

I had an operation. The doctor came into the room didn't give me or anyone else eye contact. He didn’t say, “Hello!” but he just pulled out my stitches and just walked away! I had no idea that he was going to do it. It’s funny now but at the time I was just so shocked.

I was handed someone else discharge letter.

I've got my driving test coming up soon. It will make it easier for me to meet people. I've also just had my first day at Brockenhurst College where I'm continuing my A/S course in photography. I used to go to Totton College.
I'm starting my BTECH course in digital photography. The lady wasn’t going to let me on the course but then when she saw my portfolio she changed her mind.

Minstead students (Yellow LIG)
3 students spoken to

My social worker gives me information that is easy to read.

Dentist is good and the opticians. They explain what they are going to do to my eyes. I have a cataract the opticians explained I've got a cataract in my weaker eye.

My doctor writes a plan with me.

I do lots of activities I go bowling. Last Wednesday I went to Mayflower to see Greece it was good!

Quite a lot of choice. I have a rest some days and I chill out in the house.

I moved and my house is close to my church and that's important to me.

In Minstead you have to rely on staff giving you a lift or use the mini bus.

On the bank holiday I went to Lymington market I got the bus and I needed to change at Totton.
My support workers help me have a good day because they listen to me and they help support me; they help me to do things like shopping, pay bills, take me hospital to watch my cholesterol.

I like collecting the eggs from the hens.

I like living in Minstead it's quiet with no traffic around. If I'm stuck or in pain then there's always someone around.

My doctors and dentist explain things to me and they listen to me.

When I went to hospital it was lonely but the nurses and doctors were ok. They spoke to me with simple language.

Advocacy was alright; they helped you out.

My advocate listened to me and helped me sort the problem.

My advocate explained things.

Advocates are helpful and give good information.

My advocate made things easy to understand and I was given information to help.

I do enough to activities in the week.

I'm very busy I hardly ever rest.

I have a good week. In the daytime I work in the gardens. I do wood turning, digital photography and manual stuff. I feel I have enough choice of activity. If I wasn't happy I'd tell somewhere.

Dentist and doctors speak to me and my carer.

No information given from health.

Social worker was supportive and listened.

Happy with my week and happy living here.

Staff that listen to me is important for my day.

**Spirral Blue (Yellow LIG)**

4 people spoken to

- Holidays - especially skiing
- Spiral Blue
- Having transport to get places
§ My staff need to take me in a car
  o Going out places
    § Cinema
    § Theatre
    § Need money and support to do it
    § Day trips with staff
  o Having voluntary work
  o Would like a paid job

  o Going out in the evenings
    § Pub
    § Need staff to do this though
    § Need money to do this
    § Voluntary work
  o Would like a paid job
  o Need help to plan my money
  o Going to college

  o Getting out in the evening is really important
  o Staff aren’t always available in the evenings though
  o Would like a voluntary job in the day
  o Need staff help to get me across the road though
  o I can go on the bus to new places which I like but I need help to go to new places

  o Going to college on the bus
  o Support workers
  o Mum and dad (help make “My day” good)
  o Singing and performing
  o PCP
    I need a support workers with a car to do some of these things

Windward Totton and Waterside (Yellow LIG)
5 people spoken to
I enjoy my day to day activities. I know a lot of people look after me.

When people are smiling it makes me have a good day.

I do lots of things in Windward like bowling and going out in the evening.

I like going swimming

With advocacy you have a choices

Even though I am in a wheelchair I am capable to move about and transfer on buses and cars. I do need to sit in the front because of my chair though. Sometimes it's hard because I can't go in to some pubs because they are not accessible. Luckily my local pub is wheelchair friendly but not the White Horse in Netley. I also wanted to go to skittles but I couldn't get up the stairs.

I like going to Hayling Island for respite.

It’s my choice to do art every day because I love it but I am given other activities to choose from.

Social workers made information easy.

Dentists they are nice and they tell me what they going to do to my teeth.

The opticians tell you what they are going to do to your eyes.

I also enjoy shopping at weekend

Thursday I come to Windward.

I like going to Nuffield garden centre.

I'm really busy in the week.

I get taxis to the doctors and dentist.
They tell what they are doing and what’s good and bad.
Opticians should make their letters to me easy read. Then when the letters come to my house I can read what they are saying.

**Stables Family Home Trust (Yellow LIG)**

10 People spoken to

I like my activities I like drawing.

I’ve been coming to this day service for 30 years.

I go out in the community.

Information from adult social services is clear.

I’m happy!

Like being busy.

Social worker shows me pictures.

Social worker listens to me.

The social workers talk to you and explain procedures.

I had an advocate once they helped me by providing me with information and helping me to have my say.

Good experience with advocacy they helped me to staying College.

My advocate listens to me.

Transport – I need to use bus pass.

Taxis come a bit late.

I can't go out on my own as I get lost.
Friday night I go to the Blue dolphin

Last night I went to a disco. It’s brilliant dancing all night.

Information from social services is clear they put pictures in stuff.

At the dentist they speak to me. They ask, “Are you teeth clean?” Then if I’m not sure they show me how to clean then with the big teeth that they have.

I like my day because I do pottery and art and craft.

Evenings are alright I go to a club on a Thursday.

Social workers give me easy read information.

Sometimes I wish social workers would sit down and explain things a bit more but they don’t.

I liked advocacy but I lost contact with my advocate as she left. It was hard when she went because she was helpful. She explained things. I would like an advocate again. I have a social worker but he’s not helpful. I don’t always understand. I need help as I want to move out one day.

Happy with what I do horse riding and lots of it.

I like going to Sainsbury’s café and having a cup of tea

Social services give enough easy read information.

My social worker helped me to understand the meeting.

Advocate helped me when I wanted to move out.

I went to a meeting and they didn’t say what was going to happen with Fernmount House. I don’t like not having enough information.

I’ve got a friends in Christchurch.

I like working in the kitchen.

I like it here but I feel that too many people (including staff) are sitting on their backsides doing nothing!

Adult social services - I’ve hardly had any easy read from them both at school and in adulthood. I would like to receive more info in Braille. It would be good to have more places able to produce braille.

Advocacy services are brilliant but it would be good if they had more information printed in Braille.
Advocacy are there to help.

Doctors and dentists they help they do a good a job they bring information or they give like a booklet with pictures helps.

Social services sometimes provide leaflets in easy read.