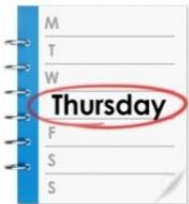




Learning Disability Partnership Board in Surrey

Minutes of our November 2023 Meeting.

Chaired by Mary Hendrick (Debbie Taylor couldn't attend due to weather)



Held on Thursday 2 November 2023 using Teams and in person at Woodhatch Place in Reigate.

At our November 2023 meeting we talked about:



Bus Services.

Keith McKain updated us.



Experts by Experience.

Amanda Aldridge updated us.



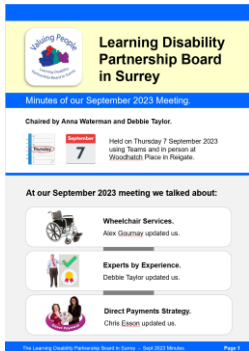
Safeguarding Update.

Aaron Ketley-James updated us.



Local Updates.
Members updated us.

Our September 2023 minutes were agreed.



The minutes are available on our website.

www.surreypb.org.uk



Actions from our September 2023 minutes

ACTION



- Mary Hendrick explained that she had received an update about waiting times for wheelchair services and will circulate this.

Keep updated about local events and news.



Up-to-date news about events and services can be seen in the [latest news section of our website.](#)



If you have any news or events to tell us about please email ldcommunications@surreycc.gov.uk and we will send it out in our weekly news email.

Bus Services



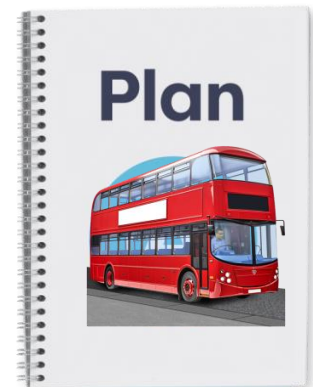
Keith McKain updated us.

Surrey Bus Enhanced Partnership Overview.

What is the Enhanced Partnership?

The Government announced the National Bus Strategy in 2021.

This meant that the council must work with all the bus operators in Surrey. There are 24 bus companies, including Transport for London.



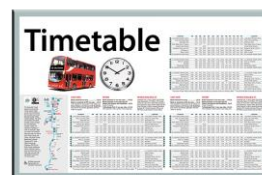
The Enhanced Partnership in Surrey.

The partnership in Surrey started last year and covers:

Tickets. What things might cost, how people buy tickets.



Bus times. When bus timetables can be extended.



Things like bus lanes to make sure buses run on time.



What has already happened?

The decisions are by a Board that includes people from Surrey County Council, big and small bus operators.

They have agreed a Bus Passenger Charter. There is an Easy Read version. [Click here to see the Bus Passenger Charter website.](#)



They have introduced the **LINK Card** that gives young people (aged 20 and under) half price on the bus.



They have made it a priority to have more buses in Redhill and Reigate and to plan more in Guildford and Woking .



To expand the Digital Demand Responsive Transport areas. This includes services like Surrey Connect services where people can book a bus to pick them up at the time they need to travel.



[Click here to find out more about the Surrey Connect Bus Services and their accessibility for wheelchairs.](#)

Things people have asked us for.

To have more zero emission buses that run on electricity rather than petrol or diesel.



To increase the amount of bus information displays at bus stops.

Some bus stops have audio announcements which you can press a button to listen to



What is planned?

To improve disability, autism and dementia awareness for drivers and bus companies



Put more bus priority in, like bus lanes, to get buses to run on time.



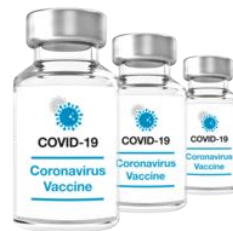
What is planned?

To improve our promotions and information so more people are happy to use buses.

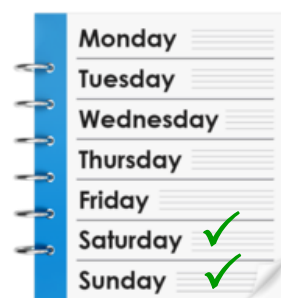


We will spend money from the Government over the next 2 years on:

Helping support some buses that need more passengers to travel again now compared to before the Covid pandemic.



Enhancing some bus routes so they are more often, start earlier or finish later and have buses at the weekend.



We will spend money from the Government over the next 2 years on:

Help with the cost of the LINK Card.



Help with the cost of the expanded Digital Demand Responsive Transport minibuses.



How well are we doing?

We have been asking people about their bus journeys:

81% of people are happy with their bus journey. This is really good. People aren't as happy with how much buses cost and how long they have to wait for the bus they use.



74% of buses run on time. This isn't good enough and want it to get better. The target is 94%. The big problems are a lot of cars using the roads and roadworks slowing buses down.



How can people get involved?

We have a group of people interested in buses to help support what gets delivered.

Members of this group are from Surrey County Council, Borough councils, bus user groups, charities, disability groups, parish and town councils. Surrey Coalition of Disabled People and The Learning Disability Partnership Board members are part of this group.



This group gives suggestions on how buses can be better and raise problems where things aren't as good as they should be.

People can send in comments, suggestions and complaints to the council and bus operators.

Keith McKain is also talking at the Surrey People's Group on 8th December to get people's views.



Partnership Board members questions and comments About Bus Services.

On demand bus services



These services are proving to be very popular and bookings are sometimes having to be turned down. Keith McKain agreed to send us some figures about the usage of these on demand services.

Access to bus stops



Some partnership board members commented that it can be impossible to get to a bus stop because there is not wheelchair accessibility. Keith McKain agreed this was a problem in some areas and asked people to report any problems to the contact centre 0300 200 1003.

Priority seats on buses.



Leanne Yeo commented that there should be more priority seats on buses for people with mobility difficulties. Sometimes a wheelchair space is taken up by a parent with a buggy.

Keith McKain pointed out that these priority seats are also important for people who have hearing loss as they are linked to the hearing loop so people can hear the announcements.

Sunflower Lanyards and Helping Hand Scheme



Keith McKain mentioned that drivers are being trained to understand the needs of elderly and disabled people and to recognise the fact that people with a sunflower lanyard or a Helping Hand card will need more support.

Leanne Yeo commented that some bus drivers still drive off before she has had a chance to sit down in her seat.

[Click here to find out more about Helping Hand.](#)



The £2 bus fayre



Keith McKain mentioned that the Government have said that the £2 a journey bus fare will continue until December 2024. However, a bus company can opt out of the scheme if they give two months notice.

Experts by Experience



Mary Hendrick commented that Experts by Experience are keen to work with bus companies to make things better. Some good work has happened. Compass Bus company where offered assistance but this was declined.

One particular issue raised was that people with a visual impairment may not see a bus arriving and so not put their hand out to flag it down then the bus just travels past them without stopping.



Experts by Experience



Amanda Aldridge and Demi Horsted updated us.

Amanda and Demi updated us about the work The Get it Right Group have been doing.



We have recruited a team of people with lived experience from across Surrey.

The team work with us to make easy read information better.



3 people do 2 hours of work each month.



Team members are paid for the work they do.



The team have worked on Adult Social Care information and the Surrey Connect Bus Service.



Safeguarding Update.

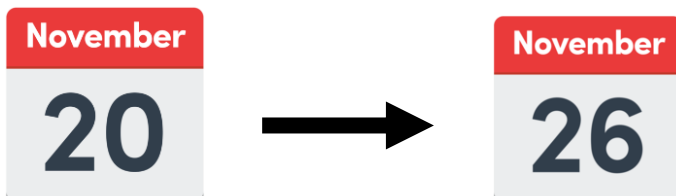


Aaron Ketley-James updated us.

Aaron Ketley-James is the Safeguarding Advisor for the Learning Disability and Autism East team, but is also covering the West Team while they recruit a new person.

Safeguarding Adults Week

Safeguarding Adults Week is where organisations come together to raise awareness of important safeguarding.



This happens between 20 - 26 November 2023

New Easy Read Booklets have been developed.



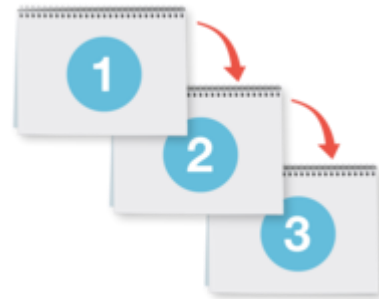
Booklets are been developed about:

- What is Abuse?
- Reporting Abuse
- Domestic Abuse
- Modern Slavery
- Financial Abuse
- Scams
- Neglect
- The Mash & Section 42 Enquiries

Why have we had so many safeguarding alerts and are there any themes?

Surrey is a very big area:

The Learning Disability and Autism Team are split into 3 teams.



These teams are East, West and the Project team. The teams cover the whole of Surrey which is very large.



The teams have noticed we have had twice as many Safeguarding alerts than last year.



Professionals and care providers are better at reporting abuse or when they are worried about someone.



Sometimes people report something as safeguarding when it is not. This is usually by accident.



Why have we had so many safeguarding alerts and are there any themes?

We have noticed there are lot more medication errors.



We have noticed there are more reports of Domestic Abuse. This is when someone is badly treated by someone in their home.



How to make a safeguarding referral.

Please see the new Easy Read booklet called 'Reporting Abuse'

If you are worried you or someone else is being abused or neglected, you should report it.

Abuse can be reported to the Multi Agency Safeguarding Hub. It is also called MASH.



The MASH is a group of professionals who work together to keep people safe.

You can contact the MASH by phone, text or email.



Contact the MASH (weekdays 9am – 5pm):

- Telephone: 0300 470 9100
- Email: ascmash@surreycc.gov.uk

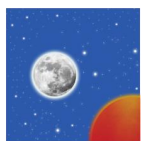


If you would like this information in an alternative format or language, please contact us on:

- Telephone: 0300 200 1005
- Text: 07527 182 861 (for deaf or hard of hearing community)
- Textphone (via Relay UK): 18001 0300 200 1005
- British Sign Language: www.surreycc.gov.uk/bsl
- Email: asc.infoandadvice@surreycc.gov.uk

At evenings and weekends people can contact the Adult Social Care Emergency Duty Team:

- Telephone: 01483 517898



Reporting abuse online:

Website: surreycc.gov.uk/safeguardingadults



Lessons learnt and what is happening to support?

We have done a lot more safeguarding work and learnt a lot:

We need to provide feedback to those who made referrals and keep the person updated. We are working with staff to remind them this is important.



Staff training is taking place – all staff complete 2 days of safeguarding training.



Easy read information is needed. This has been developed and is waiting to be approved by the Adult Safeguarding Board before it can be distributed.

Some care services need extra support using 'provider support process'.



This is when Surrey have extra meetings with the service to help them learn more about safeguarding and help prevent abuse/neglect happening.

We have some extra staff members to help us with safeguarding work. Both East and West Team will have their own Safeguarding Advisor.



Local updates.



Members updated us.

Our next Partnership Board Meeting.



Our meetings will be in person, and people will be able to join online as well. Our next meeting will be on:

Thursday 11th January 2024 - from 10.30am to 12.30pm.

Train station ticket offices.

Yasmin Broome from the Surrey Coalition of Disabled People told us that the campaign to stop the closure of train station ticket offices had been a success. Ticket offices will now be staying open.



Taxi Charter.



Leanne Yeo told us that the taxi company (Roadrunners) has signed up to the Pro Active Community Taxi Charter, and that they are meeting with another taxi company called Metrocars to go through the charter with them. Amanda Aldridge to talk to our transport team about taxis we use. The Pro Active committee will share the charter at Surrey People's Group.

Closure of Cobham Link.



Steve Denman explained how the sudden closure of Cobham Link had been stressful for families, and asked if there would be better support in place should something like this happen again in the future.

Mary Hendrick explained that Surrey County Council had not been informed about the closure of Cobham Link, and there was work going on to make sure everyone was better informed.

Tom Moore explained that there were over 100 organisations providing these types of services, and that Surrey County Council was working with them to make sure we have a more structured way to find alternatives should a service close.

New housing and short break services.

Mary Hendrick told us that three new supported living services had been approved and building work is starting in the new year. These services will be in Cobham, Horley and West Byfleet.



Mary also explained that two new site for short break services had also been approved and work on these sites in Banstead and Woking would be starting in December 2023.

Mary to send a note out updating groups on Surrey County Council developments



Hate Crime Week

David said he was going to Camberley Farmers Market in support of Hate Crime Week.



Summary of actions from our November 2023 meeting.



Bus Services

- Keith McKain agreed to send us some figures about the usage of these on demand services.
- Keith will also find out about disability training for bus companies.



Surrey County Council Safeguarding Easy Read Booklets.

Surrey County Council to send out Easy Read Safeguarding Booklets when they have been completed



Taxi Charter

The Pro Active committee will share the taxi charter at Surrey People's Group



New housing and short break services.

Mary to send a note out updating groups on Surrey County Council developments

Members who came to our November 2023 meeting.

Co – Chairs

- Mary Hendrick
 - Debbie Taylor couldn't attend due to weather conditions
-

Local Valuing People Group Chairs

People with a learning disability

- Leanne Yeo - Valuing People Group co-chair
 - David Muir
 - Dexter James – Surrey Choices
 - Carinder Malhi
 - Demi Horsted
-

Family Carer Representatives

- Gaynor Gibbins
 - Steve Denman
-

Voluntary Organisation Representatives

- Yasmin Broome – Surrey Coalition of Disabled People
- Helen Guest – Active Prospects
- Jade Vallance – Active Prospects
- Emma Langdown – DEA, Camberley Jobcentre
- Christine May – Shooting Stars Hospice
- Alix Lewer - Include
- Dorothy Watson – Sunnybank Trust
- Laurie Baker – Active Surrey
- Jayne Degiorgio – Power Advocacy
- Sam Cudmore – Whitmore Vale

Members who came to our November 2023 meeting.

Surrey County Council representatives

- Amanda Aldridge – Engagement Officer
 - Mary Hendrick – Senior Commissioner
 - Alison Caraccio – Surrey Adult Learning
 - Paul Baker – Transition Team Development Manager
 - Simon Abbott – Senior Manager Learning Disability & Autism Team
 - Tom Moore – Senior Commissioning Manager
 - Harmandeep Admane – Public Health Lead Learning Disability & Autism Team
 - Gareth Owen – Senior Manager Transition Team
-

Health representatives

- Jane Owens – Surrey Healthwatch
 - Katie Stribblehill / Gemma Hare – Primary Care Liaison Team
-

Observers and Presenters

- Mike Leat – CCP Ltd.
- Keith McKain – Transport Services
- Aaron Ketley-Jones – Safeguarding Lead, Learning Disability and Autism Team
- Mariam Wattling