



# Learning Disability Partnership Board in Surrey

## Minutes of our January 2024 Meeting.

Chaired by Anna Waterman and Debbie Taylor



Held on Thursday 11 January 2024 using Teams and in person at Woodhatch Place in Reigate.

## At our January 2024 meeting we talked about:



### **Terms of reference review and plans for 2024.**

Mary Hendrick updated us.



### **Experts by Experience.**

Surrey People's Group updated us.



### **Local Valuing People Groups.**

Amanda Aldridge updated us.



### **Commissioning updates.**

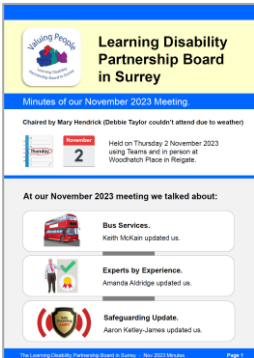
The commissioning team updated us.



## Local Updates.

Members updated us.

Our November 2023 minutes were agreed.



The minutes are available on our website.

[www.surreypb.org.uk](http://www.surreypb.org.uk)



**ACTION**

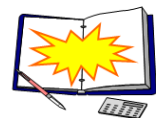


Actions from our November 2023 meeting.

## Bus Services

Keith has provided some figures about the use of on demand bus services. We will send this information out with minutes from this meeting. There is ongoing work regarding disability training for bus drivers as variation between companies.

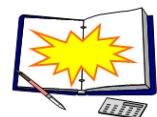
**ACTION**



## Safeguarding booklets

These will be sent out in early February as the phone number is changing and need to make sure this is correct.

**ACTION**



## Active Prospects

Have presented at Surrey People's Group about their taxi charter – see later presentation.

## Housing and short breaks

Mary will provide an update about new housing and short breaks service later on the agenda.



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](mailto:ldcommunications@surreycc.gov.uk) and we will send it out in our weekly news email.

# Terms of Reference review and plans for 2024



Mary Hendrick updated us.

## The Draft Terms of Reference for the Learning Disability Partnership Board in Surrey.

The draft Terms of Reference were sent to Partnership Board members in advance of our January 2024 meeting.

Our Terms of Reference have been updated in line with the latest national guidance.

When published the new Terms of Reference will be on our website.

[Learning Disability Partnership Board Terms of Reference](#)



Currently five Learning Disability Partnership Board meetings are planned for 2024?



Meetings will run from 10.15am to 1pm Mary said she will plan another meeting in 2024 if needed.



## Working with the Surrey Autism Partnership Board

Gaynor said she is pleased to see about simple language and no jargon. She said it often did not make sense when people explained their jobs. Amanda to write to board members and ask for a few sentences about what they do. This can be sent out so people can understand.



Jane asked how the Autism Partnership Board links to the Learning Disability Partnership Board as many people with a learning disability are also autistic.

Mary Hendrick explained that there is a separate All Age Autism Strategy to engage with the wider community, as there are a lot of autistic people who don't have a learning disability.

**Our Autism Plan**  
For all ages



[Surrey All Age Autism Strategy](#)



**Mary explained that both Partnership Boards feed into the Learning Disability and Autism Program Board.**

## Draft workplan

Mary Hendrick shared the plan and will make sure that all the important topics are covered, and papers and presentations are sent out in plenty of time before the meetings.



# Draft Workplan topics to be discussed.



**Thursday 14<sup>th</sup> March 2024 10am to 1pm**

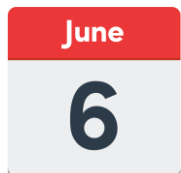
Learning disability and autism end of year report including transition.



Housing with care and support



Dementia and ageing



**Thursday 6<sup>th</sup> June 2024 10.15am to 1pm**

Short breaks and carers



Technology



Opportunities for Everyday Living



# Draft Workplan topics to be discussed.

September

12

Thursday 12<sup>th</sup> September 2024  
10.15am to 1pm

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Access to primary healthcare



Health inequalities



December

5

Thursday 5<sup>th</sup> December 2024  
10.15am to 1pm

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Workforce development



Safeguarding



Quality Assurance



# Partnership Board members questions and comments about our 2024 Workplan

## Older people.



Mary Hendrick said that the oldest person with a learning disability supported by Surrey County Council is 96. People are living much longer, we need to make sure older people with disabilities are considered in planning.

Gaynor Gibbins said people with Downs Syndrome can get dementia earlier, would be good to have someone on the board representing these people. Steve Denman said that his daughter has Downs Syndrome although she is only 40.

## Carers Partnership Board.



Anna Waterman said there is a separate carers partnership board and we need to make sure there is a good link between this and our board. Carers are on the work plan in June.

In addition to these plans, we may want an additional meeting as we go through the year. If people are happy with this we will update our workplan on the website so people know what we have planned.

Amanda Aldridge will update our work plan on our website.

**ACTION**



## Downs Syndrome Act.



Liz Williams asked if we can add something about the Downs Syndrome Act – coming in the Spring. She will let us know when she has a date so we can add to one of the meetings.

**ACTION**





# Experts by Experience with Surrey People's Group



Amanda Aldridge and Carinder Malhi updated us.

The Surrey People's Groups event on the 8<sup>th</sup> December discussed Travel and Transport. About 50 people came to the event.

## Surrey People's Group have developed a Taxi Charter

### How we are using the charter.



## Disability Taxi Charter



**By signing the Disability Taxi Charter, you commit to:**

<p><b>Promptness</b> Ensure timings are kept to or regular updates if delayed</p>  <p><b>Offer Assistance</b> Help getting into and out of the car/vehicle if requested</p>  <p><b>Patience</b> Patience if a person takes a little longer to get on board</p>  <p><b>Being Reliable</b> To not cancel last minute</p> 	<p><b>Being Honest</b> To guarantee you will arrive</p>  <p><b>Being Prepared</b> To ensure adequate protective seat coverage</p>  <p><b>Agree a Fare</b> To agree a fare in advance of the journey</p>  <p><b>Being Thoughtful</b> To ensure the passenger is left in a safe place with a pavement or area of safety to walk</p> 
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Signed on behalf of..... Taxi Company  
Signature: ..... Date: .....

Sending it out to people so they can try and get their local taxi companies to sign up.

Talking to Trading Standards about whether there are any standards for taxi companies.

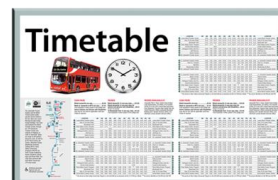
Looking at disability awareness training for Surrey taxi licences as in Sussex they have to do this.

Sharing the taxi charter with Surrey Council taxi people.

# Marnie Cotterill told people about the Adult Social Care Transport Policy.

**We talked about issues people with learning disabilities can find difficult.**

- Timetables are hard to read and bus apps can be confusing



- Bus drivers can be rude and hard to talk to, and can drive away before you have sat down



- Not given information about delays, and in some places there are no buses when needed



- Most people did not know about companion passes.



- People worry about getting lost, and what to do if things change



- People who had done travel training felt more confident



# We asked people if they could travel independently, where would they like to go?

- Different towns, not just locally



- Seaside



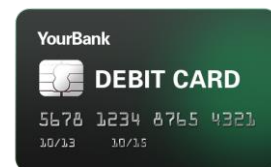
- Have a choice and visit different places



# What makes it hard to use public transport?

As well as things people mentioned on page 10 people also said:

- Want to use cash but will only take a card



- Cannot get a bus pass



- Not enough space for wheelchairs



- Wheelchair users not supported

- Ramp not lowered for wheelchair



# Community Transport



Some people knew about this, some thought it was only for older people.



Difficult to book and pay for.



Have to book in advance so no good at short notice.



Doesn't run in the evening so doesn't support a social life.



## How was travel support affected when moving from children to adult services?

Able to keep travel support / still eligible.



Had several assessments for transport.

Would like more easy read information relating to travel, and would like an easy-to-use app.



Would like travel training when younger.



# What Marnie Cotterill will do

Find out about accessibility standards for timetables and apps

Look into driver disability awareness training

Feedback to bus charter people

Find out about paying with cash

Find out more about wheelchair access on public transport

Include information on companion passes in staff guidance and policy

Look at processes to book community transport

Explore possibility of evening and weekend provision for community transport

Find out about information available for people in transition about travel



# Surrey Choices told us about Travelling My Way

This is a new scheme to support people to learn to travel independently and safely. People shared information about apps and cards that are helpful.



## Bus Charter

**Keith McKain wanted to know what people thought and will tell the Surrey bus stakeholder group what people said.**



Most people had not seen the charter before. People thought it was helpful.

## Good things people said about using buses

Electronic board on the bus stop

Mostly good experience

Good value and valuable services

Kind driver, bus came on time, clean and warm

Felt safe.



# Other things people said that are bad about using buses which we haven't said before



Drivers arguing about disability – lanyard should be enough



Other passengers not helping



Too many buggies in the way and crying babies



Kicked by school kids



Bus did not stop when signalled, and no information on the bus to indicate the next stop



Find it hard to know what ticket to buy  
£2 bus cap inconsistent



Bus passes should be valid before 9.30 or discount should be the same on all buses



Bus stops not always seem clean



## Other things people said that about travel.

Mary Hendrick said that she worked with a group of people from Surrey Choices who had a lot of very important things to say.



At lunch time Lawrie Baker from Active Surrey came along with the smoothie bike. They have made links with Travel Training to ensure that cycling is considered as an option.



Helen Guest fed back that some people from Proactive community that had not been before enjoyed it and found it very useful.





# Local Valuing People Groups



Amanda Aldridge and Carinder Malhi updated us.

## We have been making plans for our four Local Valuing People Groups for 2024

### We have talked with group members



We did a survey of the groups in November 2023 and put together suggested actions.



We agreed way forward with co-chairs, and made plans for 2024

### Things we agreed



Encourage more people with a learning disability and carers to get involved.



Guidance for presenters – no jargon, images

## Things we agreed



Local hybrid meetings. Meetings that are in person, but also online using Teams.



Have a theme for each meeting and a focus on local issues such as social activity in North-West Surrey.



There will be a clear link to and from Partnership Board, so that local issues can be heard.



We will relaunch the groups to encourage new members to join.

Gaynor said she felt it was slightly selfish of professionals to not be prepared to come along in person. Joyce said she thought hybrid meeting are good for lots of people but she liked in person better as you don't get body language, etc. She stressed that the important thing is to engage people and in find out what they want. Need to be proactive.

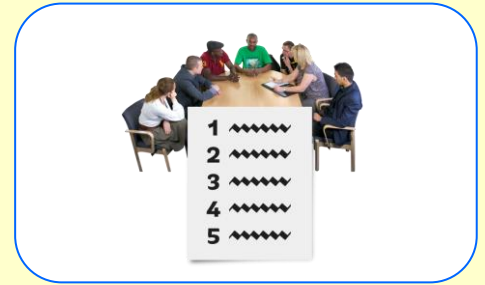
We are continuing with hybrid meetings as some people are still worried about going out and about.

**Partnership board members to ensure their networks connect to the local valuing people groups so they can have a voice and make changes happen locally.**

**ACTION**



# Commissioning updates



Anna Waterman and the commissioning team updated us.

## The Surrey Learning Disabilities and Autism Joint Commissioning Committee.

### What is the Surrey Learning Disabilities and Autism Joint Commissioning Committee for?



The committee will make sure there is an agreed long-term plan of supporting people with complex learning disabilities and / or behaviours that can challenge services.



Some services will be commissioned by Surrey County Council and some by Surrey Heartlands. Services will help people who need them whoever commissions them.

### What are the aims of the committee?



Work out what stops people leaving long stay hospitals and how to solve this.

## What are the aims of the committee?



Develop a community wraparound service to stop people going into hospital when they don't need to.



Set up an all-age joint Dynamic Support Register so people get intensive support when they need it.



Look at ways that funding is agreed and what causes problems. Think of ways to make this better and tell the Program Board.



Make sure that specialist services for people who have been convicted of a crime are connected with mainstream services.



To make sure there are smooth pathways for people moving from children to adult services.



To think about ways to help providers with things that they are all finding difficult.



To make sure that the work is done through co-production with experts from experience.

## Who will be members of the committee?

**The committee will include key people from the following organisations and teams:**

- Surrey County Council Disabilities Commissioning
- Surrey Heartlands Commissioning
- Surrey County Council Adult Social Care
- Surrey Care Association Representatives
- Surrey and Borders Partnership Trust



**The committee will ask other people / organisations to come along to talk about subjects.**

- User voice
- Advocacy
- Carers
- Healthwatch



**The committee is chaired by 2 people:**

- Head of Commissioning for Disabilities from Surrey County Council;
- Head of Integrated Commissioning from Surrey Heartlands.

## The meeting reports to the Learning Disability and Autism Programme Delivery Board.

To go ahead, there must be both chairs (or a deputy) and at least 1 person from each area.

The committee will meet four times a year for two hours.



## Tom Moore and Marnie Cotterill spoke about Community Opportunities for Everyday Living

Tom and Marnie have spoken to lots of different groups and individuals.

### Community Opportunities can include:

Community Services that use a building



Outreach Support



Employment Support



Travel Training



# What did people tell us?



## These are things people said they liked:

- Friendships / Meeting Friends, a reason to get up



- Group activities - bowling, karaoke, book club and feeling safe.



- Choice and flexibility - A place to meet/go to if cold or wet



- Exercising / Sport Activities



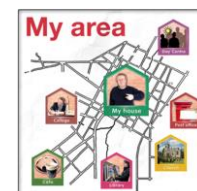
- Shopping / help with daily tasks



- Consistent support worker



- It's local, and helping out by volunteering and support to get a job



- Help at home as well as out and about



## What did people tell us?

### These are things people said they didn't like:

- No evening social activities, and no way of getting to evening activities. Lack of bus services / expensive transport



- Lack of variety/choice



- Too many people (at day centre)



- Staff have no time to support



- There's not enough autism training for employers, and support for them to make reasonable adjustments



- More travel training needs to be available when needed. Learning one journey doesn't mean you're independent. Some people will still need support to learn the next journey.



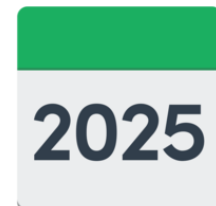
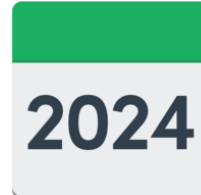


## Key themes we are working on:

- Personalised support
- Social, leisure, fun
- Work and volunteering
- Focus on community (but not forgetting support at home)
- Local / easy to get to on public transport
- Working to improve accessibility (Transport, employment, volunteering opportunities...)



## Our plans for 2024 to 2025 to develop these services:



- Preparing tender documents and talking to providers between February and October 2024
- Approval to tender during October to December 2024
- Tender Go Live in December 2024
- Evaluation & Moderation in February 2025
- Approval to award contracts, ICB Exec in March 2025
- Contract Award in April 2025
- Contract start and call off in July 2025

# Partnership Board members questions and comments about our Commissioning updates

## Questions and comments about The Surrey Learning Disabilities and Autism Joint Commissioning Committee.



**Helen Guest asked if wrap around would be in a local area hub or home based 1:1.**

Anna Waterman said it could be either. Want to look at what is needed in the persons local community.

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**Maria Mills asked what about innovation and supporting external bids. How will you get feedback about what is working. Maria also said that sometimes there are opportunities to get external funding in for Surrey people.**

Anna Waterman said they need to think about ways to support providers, need to include innovation and continuous improvement.

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**Reza Sharmtally said he was at the meeting, and he mentioned that he feels there should be representation from children and education.**

Anna said there has been quite a lot of joint work between children and health. For the first year the meeting will focus on adults and include transition. In future will work more closely with colleagues from education.

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**Maria Mills said some statutory organisations are also providers, why can't more voluntary sector organisations be involved.**

Anna Waterman said Surrey Care Association was representing providers for now but will consider in future.

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## Questions and comments about Community Opportunities for Everyday Living.



**Christina Earl asked whether there will be separate lots for different things.**

Tom Moore said yes but still unsure what form they will take at the moment.

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**Mary asked if when the market engagement events happen, we can make sure we involve smaller organisations too.**

Anna Waterman said all the information about market engagement will come out through Idcommunications.

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**Joyce Smith said she is not hopeful when she sees the length of time it will take to complete this work. She said the manager at the café for ALDAG in Dorking is working so many hours as they can't get a manager.**

Jerry Ratcliff said he will get in touch with Joyce and see if he can help with recruiting a manager.



**Sally Dubery said there are lot of smaller voluntary sector organisations that would like to be involved but have limited capacity. Would be good to give thought to how to support them to be part of this such as times of meetings.**

Tom will discuss this with Sally.



**Joyce Smith said someone she knows needs more support and asked if there is any way they could get more support.**

Mary Hendrick said she will talk to Joyce about this outside of the meeting.

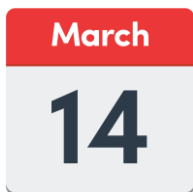


# Local updates.



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 14<sup>th</sup> March 2024 10am to 1pm**

## Surrey People's Group and the Proactive Community.

Next topics are likely to be employment or voting. Surrey People's Group belongs to the My Voice My Vote campaign and they have developed a great resource that we may use.



[Dates on website.](#)

## Volunteer Action Reigate & Banstead (VARB).

Funding from VARB has created opportunity for wellbeing resources. partnering with Surrey Choices and Include.org, audio and visual options as well as written are being created looking at men's mental health, exercise and eating well, health and peer support.



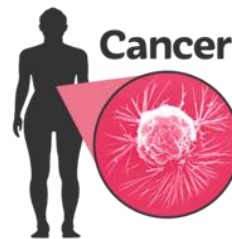
## Surrey People's Group and the Proactive Community (continued)

An exciting and positive year to come. please do look at the website for updates on the News Blogs keeping everyone up to date on all work and projects, including the My Journey to Wellbeing film made in 2023.

### Learning Disability England policies.

2024 will also be focused on campaigning with Learning Disability England looking at how central policies are designed.

We are reviewing the inequalities and cancer screening outcomes for adults with a learning disability, and working closely with Public Health and Government co-producing the Downs Syndrome Act 'I statements'.



[Go to our website for latest news](#)

### ALDAG.

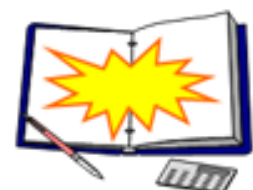
Joyce Smith said that the ALDAG gardening group are still winning prizes at shows.



### Referrals platform.

Maria Mills said the referrals platform is not working, Mary said she would find out what is happening and let people know.

**ACTION**



## Annual reviews.

Gaynor Gibbins said that more people are having their annual reviews and that some are being done out of hour.

Mary Hendrick said she thought people are working additional hours to try and catch up. There are also workforce issues in the practitioner teams.



## Surrey Choices - employment.

Christina Earl said that Surrey Choices have been successful in getting a pilot for supported internships for people without Education Health and Care Plans but do have learning difficulties.

This will run from now to March 2025, hopefully people will be able to get support earlier to get jobs.



# Summary of actions from our January 2024 meeting.



## Partnership Board Meetings

Mary Hendrick will let people know the date of the extra meeting to be planned in 2024



## Partnership Board members roles

Amanda Aldridge will ask partnership members to write a few sentences in plain English describing their role and what they do.



## Learning Disability Partnership Board Workplan

Amanda Aldridge will update our work plan on our website.



## Downs Syndrome Act.

Liz Williams will let us know when to include this topic on our agenda in 2024.



## Local Valuing People Groups

Partnership board members to ensure their networks connect to the local valuing people groups so they can have a voice and make changes happen locally.

## REFERRALS



## Referrals platform.

Mary Hendrick said she would find out what is happening with the referrals platform and let people know.



## Smaller voluntary sector groups

Tom Moore and Sally Dubery will meet to talk about the best way to involve these groups in the community opportunities work



## Partnership Board Members

Amanda to write to board members and ask for a few sentences about what they do. This can be sent out so people can understand.



## ALDAG Cafe.

Jerry Ratcliff said he will talk to Joyce Smith to help with recruiting a manager.



## Additional support for a person

Mary Hendrick said she will talk to Joyce Smith about this outside of the meeting.



# Members who came to our January 2024 meeting.

## Co – Chairs

- Anna Waterman – Co-chair
  - Debbie Taylor – Co-chair
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## Local Valuing People Group Chairs

- Sally Dubery – Mid Surrey
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## People with a learning disability

- Leanne Yeo - Valuing People Group co-chair
  - Dexter James – Surrey Choices
  - Carinder Malhi - Valuing People Group co-chair
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## Family Carer Representatives

- Gaynor Gibbins
  - Steve Denman
  - Joyce Smith
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## Voluntary Organisation Representatives

- Yasmin Broome – Surrey Coalition of Disabled People
- Helen Guest - Proactive Community & Active Prospects
- Maria Mills - Chair of SCA and CEO Active Prospects
- Jade Vallance– Active Prospects
- Emma Langdown – DEA, Camberley Jobcentre
- Christine May – Shooting Stars Hospice
- Alix Lewer - Include
- Matt Seaby– Sunnybank Trust
- Laurie Baker – Active Surrey
- Sam Cudmore – Whitmore Vale
- Jerry Radcliff and Christina Earl – Surrey Choices
- Elizabeth Tresidder – POhWER Advocacy
- Reza Sharmtally – Strada Care and SCA

# Members who came to our January 2024 meeting.

## Surrey County Council representatives

- Amanda Aldridge – Engagement Officer
- Mary Hendrick – Senior Commissioner
- Alison Caraccio – Surrey Adult Learning
- Paul Baker – Transition Team Development Manager
- Liz Willams – System Convener
- Tom Moore – Senior Commissioning Manager
- Marnie Cotterill – Commissioning Team
- Harmandeep Admane – Public Health Learning Disability & Autism Team
- Gareth Owen – Senior Manager Transition Team
- Kate Barker – SCC and Surrey Heartlands

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## Health representatives

- Rebecca Dalton – NHS Frimley ICB
- Jane Owens - HealthWatch

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## Observers and Presenters

- Narmadha Kothandapani
- Mariam Wattling