



East Surrey Local Valuing People Group Discussion Notes



Sarah Ford and Leanne Yeo chaired the meeting.

Sarah Ford



Leanne Yeo

Please refer to our Valuing People Group Presentation Summary, April 2023.

Questions Answers and Comments on Learning Disability Partnership Board for Sarah:



Mary sent her apologies, so Sarah talked to the group about the March 2023 Learning Disability Partnership Board. Sarah talked through the Partnership Board minutes which are available on the website.



Carinder asked – why can't disabled people use their disability card for transport? Sarah replied that that is a good question, and she isn't sure of the answer. Sarah then said that Marnie, who



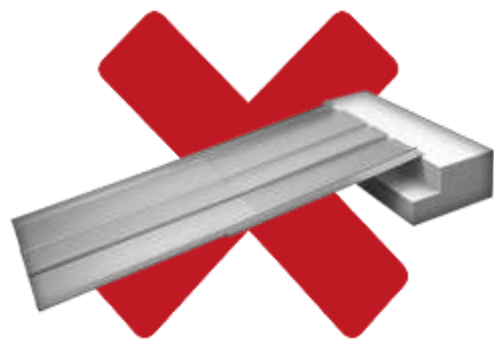
was also in the meeting is doing a piece of work with transport and asked Marnie to put what she was working on, in the chat.



Marnie said she is looking at the different transport options and support people are able to access so the social workers are aware of what is available in their areas. This information will form a new travel and transport policy for staff and residents to help them when putting transport in place for people that access Adult social care. Also so that residents are aware of the criteria staff have to use.



Marnie is also looking at when people are given bus passes and what criteria they need to meet.



Leanne also mentioned struggles that she and her friends had using transportation including taxis and public transport.

This includes wheel chair ramps on buses not being reliable, and people having to wait for a bus that has a working ramp. As well as buses being delayed or not showing up.





Marnie asked Leanne if she uses any apps to track buses.

Leanne replied with:

- Metro Bus app
- Bus Checker app



Leanne said, when she takes a taxi she noticed taxi fares increase after 5pm so what would be a £5 journey increases to £8-10 after 5pm. It is also cheaper to order taxis online, or on an app because if you book in person, taxi firms also charge for waiting times.



Sarah reminded people of new voting regulations. People will need a photo ID. If

they do not have ID get a voting authority certificate by April the 25th.



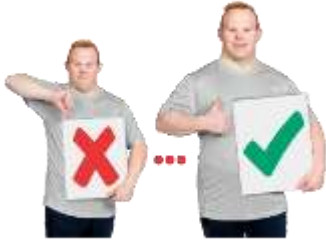
Leanne reminded the group and said if you do not want to vote in person but by post, you do not need photo ID.

ACTION



Actions: The group to prepare for the upcoming local election, making sure they have ID or a authority certificate

Questions, Answers and Comments on Community Opportunities for Marnie Cotterill and Tom Moore:



Tom and Marnie asked the group the following questions for Community Opportunities and Out Reach Services:

- What works?
- What doesn't work so well?
- What should there be more of?



Choice

Leanne said that some services limit people's choice of where they can get support. Staff telling people what to do and where to go, rather than letting people make the decision themselves. Angie agreed in the chat that choice is important.



The group agreed that day services allowed people to meet new people and see people they haven't seen in a long time. This is important as day services maybe people's only way of seeing their friends and making new ones.



Ian said he has a good experience at Surrey Choices and helps with the Radio station there.



Leanne mentioned that sometimes there is an issue with the cost of activities. This can range from £12-£20, on top that people need to pay for transport. This can be expensive for people.



The main points Marnie and Tom took away from the discussion, was the importance of

- Control/choice.
- Socialising / connecting people.



If anyone has further feedback on outreach and day services, please email us:

ldcommunications@surreycc.gov.uk

ACTION



Actions:

Tom and Marnie to take away the feedback from the group.

If anyone has any feedback, they'd like to send to us, for

please email us at:

Idcommunication@surreycc.gov.uk

Questions, Answers and Comments on Interviewing for Staff for Phil and Lucy



Phil spoke to the group about Surrey Choice's interviewing new staff and having an interview panel of people who use Surrey Choice's services.



Ian suggested to Phil, to advertise Job vacancies on Surrey Choices Waves (radio). Phil said this was a good idea.





Leanne suggested advertising on Facebook and LinkedIn too.

Phil replied that HR may already do this but can check.



Amanda asked what happens if the interview panel and the staff panel disagree on what they think of a job candidate?

Phil replied – saying that the service user panel has a good judgement of character therefore the staff panel agrees with the service user panel.



Leanne mentioned what they do at Active Prospects if the interview panels disagree. If

the panels disagree they then resend the job vacancy at the end of the day to try to get a new staff member that both panels agree on.



Tom commented saying he liked the straightforward layout of the forms Surrey Choices use for their interviews.



Sarah asked, who chooses to be on the panel? Phil replied saying, it was dependent on the role. Important to avoid bias if the interviewers already know/like the candidate. Phil will ask people to be in the panel. She has a list of people she usually

chooses from but welcomes new people who want to get involved.



Sarah asked what kind of questions are there to prove someone has a sense of humour?

Phil replied the one-page profile they send to candidates before the interview, gives the panel a sense of the person.



Why?

Leanne said at Active Prospects they ask people why they would like to work there, instead of sending a personal profile.

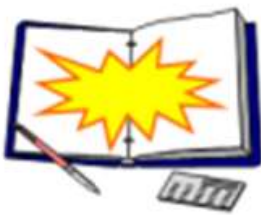


Sarah said different services use different interview techniques depending on what they need.



Amanda said it was good to see and hear examples of good practice when it comes to interviewing for service staff and using interview panels.

ACTION



Action:

Phil to look at advertising job roles on Choices Waves radio.

Swimming Leanne Yeo:



Leanne spoke about the difficulties her, and her friends have when they want to go swimming. She said she tried to go to Donyngs, and their lift wasn't working. The lift hasn't been working correctly for a long time.

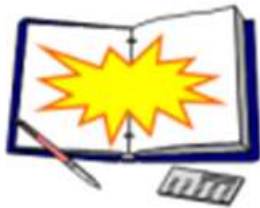


Leanne also said the booking system has changed. You have to prebook online, the website is hard to use.



Now it costs £5.90 for non-members, and they have to pay for carers. Before, carers went free.

ACTION



Action:

Amanda to email Lawrie from Active Surrey to see what can be done to help.

Local Updates and Any Other Business:



Ruth mentioned in the chat the YMCA café is starting back in May. Y Mania is 21st April £6.00 tickets.



Surrey Choices radio – Choices Waves can be found on the [website Mix Cloud](#)



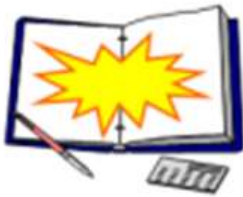
Other local news will be featured on [Latest News](#) /

circulated via the weekly brief.



Any information can be sent to the Idcommunications@surreycc.gov.uk email address.

ACTION



Action: Look into hybrid meetings at a venue, meetings used to be like this, starting at 1:30 and ending at 3:30 in the summer so people can meet in person as well as virtually.

Next Meeting:

The next meeting will take place on Wednesday the 12th of July 1pm-3pm.

