



# Annual Report

## Learning Disability Partnership Board March 2020



## Introduction

We want to take this opportunity to thank everyone for the hard work they have put into completing actions to meet the recommendation in the learning disability strategy.

The highlights for this year are:

- The creation of the "Dream Team" that has given people with Learning Disabilities a voice in regional decisions. We won an award for this.
- The launch of the LD Charter which sets out how we want to be treated
- Pembrokeshire County Council has become the first local authority in Wales to be a Disability Confident Leader. We won an award for this too.
- Our LD Champions are doing a fabulous job promoting people with Learning Disabilities.
- Across the county we have created jobs and work experience opportunities with the support of PPF, PAVS, Norman Industries and Workways.
- Norman Industries has made a film of what they do for people with Learning Disabilities and Physical Disabilities.

### Chair & Co-Chair at Partnership Board

James Tyler



Adam Billington



# Learning Disability Strategy

The Pembrokeshire Learning Strategy 2017-2022 tells people with learning disabilities how Pembrokeshire County Council and Hywel Dda Health Board will deliver services to make sure they change and improve the quality of life for people with learning disabilities.



The strategy makes sure that services are based on the things people want and are community focused.

The Strategy has 4 areas that it will focus on which are called outcomes. Each Area has a number of aims and recommendations for change, which are the actions.

The strategy plans to make changes over a 5 year period. Lots of progress has been made in some areas of the strategy. In other areas the work has just started.

This report explains the progress that has been made towards meeting these outcomes and the actions that will be taken over this next year.

The following diagram shows the outcomes and actions in the strategy.

## Key Aims of the Strategy

### Key Outcome 1

Improve community resilience and enablement through choice, self-direction and control over decisions that affect their lives.

Community Connectors

Communication

Voice, Choice and Advocacy

### Key Outcome 2

Improve quality of life through improved choice for housing and accommodation. The majority being the same as for other people in the community

Environment including Housing

### Key Outcome 3

Give more opportunities for personal development and life experience to improve well-being and quality of life.

Social Care Support

General Health Care and Treatment

Transitions and Family Support

Support for Carers

### Key Outcome 4

Give every opportunity to be independent, exercise and enjoy their rights, and meet their individual obligations.

Environment including Transport

Social and Leisure

Personal Growth including Education, Training, Employment and Volunteering

Direct Payments

## **Key Outcome 1**

**Improve community resilience and enablement through choice, self-direction and control over decisions that affect lives.**

The main achievements so far:

- We have employed 4 LD Champions
- The Dream Team has been established to give people a voice in decision-making.
- The LD Charter has been launched to get businesses to sign up to how people with LD should be treated.
- Community Connectors have been working with more people with Learning Disabilities.
- The easy read group has developed an easy read bus timetable.
- Pembrokeshire County Council have bought specialist Advocacy Services.

There are 3 areas of work that have been done

- Community
- Communication
- Voice, Choice and Advocacy

All of the work done has been supported by Learning Disability Champions who we have employed to promote people with Learning Disabilities.



## **James Dash, Learning Disability Champion Communication**

I started work as a Learning Disability Champion for Communication in October 2018, which has been very rewarding for me. It has given me more confidence with what is needed for the job.

I have taken part in interviews for jobs in learning disability services with Pembrokeshire County Council. I asked questions and gave my opinions on who was best for the job.

I have been involved with the Easy Read Group. They have put together Easy Read Bus timetables for Pembrokeshire. I have also been trained on over 104 + signs. This has helped me progress with my job. I have had ASC training during which people with Autism give the training and tell us their stories.

I currently Chair the Dream Team and Co-Chair the LDPG. I chair every other meeting and managers and professionals must listen to people with learning disabilities. I have taken my job outside of Pembrokeshire as I sit on the regional board. I also give talks to groups about the LD charter.



I now work with people from different organisations to make sure that people with Learning Disabilities have the same opportunities as everyone else.



## Rachel Bailey - LD Champion Employment

### What being employed means me?

I have been employed by Norman Industries as an LD Champion for employment since September 2018. Working at Norman Industries has given me a lot more confidence. It has given me a purpose to be able to work. I have been trained in a step-by-step way which works for me as I do tend to forget things sometimes.



In my job, I really enjoy going out to events and I like getting the message across to people that being employed with disabilities and learning disabilities is achievable. In June 2019 we held an open day at Norman Industries to promote employment and over 100 people attended.

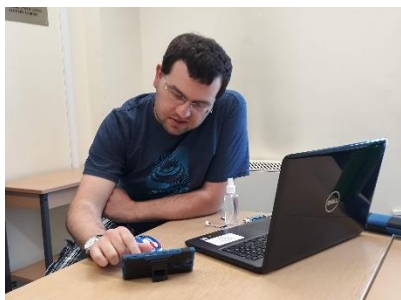
The support I receive is excellent. Breaking down tasks for me to work on makes it a lot easier and it gives me more confidence to do my job. My work place has used Access to Work. This has provided me with different equipment such as a desk, an adapted keyboard and a special mouse so I am able to do my job the best I can.

As a result of the work I have been doing this year Pembrokeshire County Council became the first local authority in Wales to be a Disability Confident Leader and has won DWP's "Inspirational Employer" award for 2019.

In the coming year, I am going to continue to support employers and try to get more of them to be disability confident.



## Rhys Eynon - LD Champion Community



### My current work: The Most Significant Change Project

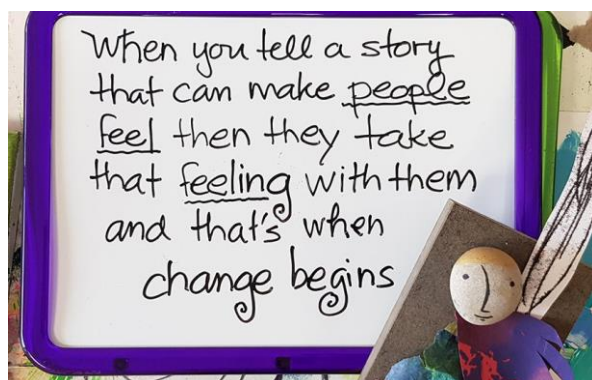
Purpose: to collect information/stories from people who have experienced changes in their work life. This could be due to being in paid employment, voluntary or even running their own business.

What I am looking for are themes that highlight the changes that people experience to their well-being by being in work.

The experiences and themes highlighted in the stories told by the candidates (in their own words), are presented to a panel of representatives. This panel will look at the issues mentioned and will make changes to services based on this

How I go about it:

- Invite candidates to an interview to talk about their work experiences and express the pros and cons of their work life before and after changing occupations.
- The candidates answer these questions in their own words.
- Each of the candidates will receive a copy of the summary on what the MSC project is about and how it works (in original and easy to read copy).





## Community Connectors

The Community Connectors from PAVS (Pembrokeshire Association of Voluntary Services) aim to improve individual and community well-being.

Rhys, the LD Champion - Community, works alongside the Community Connectors who represent the southern parts of Pembrokeshire in Tenby, Narberth, Haverfordwest, Milford Haven, Neyland and Pembroke working with communities and groups.

The Community Connectors and Rhys have attended various events connecting & networking these include; County Show Haverfordwest, Haverfordwest library drop in events, "Bespoke" launch in Pembroke, and consultation events such as the recent consultation on day opportunities. There have also been a number of Community Connector speed network events around Pembrokeshire.



The Connectors met with Pembrokeshire College Independent Living Skills course tutors and with young individuals with LD. The meeting was at the college and arranged through the Connector for Children & Families project.



Linking with PAVS Volunteer Team, and helping at the Volunteer Fair in Haverfordwest last June, the Community Connectors promoted volunteering opportunities in Pembrokeshire. Rhys is a volunteer with Span Arts & the Red Cross.

Rhys presented at the Public Service Board Meeting in May, and highlighted how important it was for individuals to take notice of what is going on around them and get involved in various clubs & activities.

Connectors work with organisations such as Tir Coed, Reconnect with Nature that provide opportunities for people to access open spaces, commonly referenced to as green/blue social prescribing.

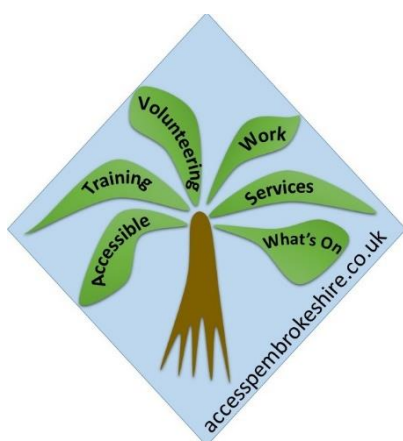
He has visited organisations such as Get the Boy's A Lift, taking notice of the services they can offer the community.

He has been promoting the LD charter with 3<sup>rd</sup> sector organisations, and presented it to the board of trustees and staff at PAVS



## Communication

### Access Pembrokeshire Website



Accesspembrokeshire.co.uk is a website that has been designed and written by people with learning disabilities, autism and acquired brain injury.

Launched in May 2019, the website provides a range of information for people with disability on services, places to go, news and events and activities all happening in Pembrokeshire.

The team are all employed by Pembrokeshire County Council.

The website provides information in English and Welsh in both simple text and easy read.



The website is continually being updated with new information about services and activities that are suitable for people with disabilities

## Easy Read Group

Pembrokeshire County Council and Hywel Dda Health Board are committed to make information more accessible using the Total Communication approach.

As part of this work, a number of key documents have been written in Easy Read format.

An Easy Read group has been created to help with this work. This group have worked with Pembrokeshire County Council, in collaboration with Hywel Dda Health Board, to develop an easier way to read bus timetables.

The new timetable includes a 12 hour clock, a clock face, a photo of the bus stop and clearly defined rows to make it easier for a user to identify all of the times that the bus stops at their stop.

There is currently a consultation about the new timetables, which is due to end on 30<sup>th</sup> April 2020.





# Voice, Choice and Advocacy

## The Dream Team

The Dream Team is a group of people with learning disabilities that work with the Learning Disabilities Programme Group (LDPG). The LDPG is a multi-agency strategic group of senior health and social service managers. The Dream Team make sure that the professionals keep people with learning disabilities fully informed and include them in their decision-making.



The Dream Team started as a group of adults with learning disabilities from Pembrokeshire and Carmarthenshire who met to provide advice and support to the LDPG. They were supported by Pembrokeshire People First and Carmarthenshire People First to do this. The Dream Team is now a group of 20 people and includes people from Ceredigion.

The Dream Team now lead every other meeting of the LDPG. This is chaired by James Dash. The agenda is set by the Dream Team.



The Dream Team won the NHS Wales Award for Empowerment.

Our aims for the coming year:

- To include more people in the Dream Team, especially those with more complex needs and younger people
- To make a leaflet explaining what the Dream Team is

- To keep talking to the Health Board about helping them engage with people with learning disabilities
- To train the LDPG on Looking Beyond The Label

## LD Charter



LD Charter was written by people with Learning Disabilities. It is a list of things we demand, for example, that people take time to understand us. It covers issues like health and independence.

The Charter was launched at the Pembrokeshire County Show by Julie Morgan AM, Deputy Minister for Health & Social Care

The Charter has been signed by over 100 groups/organisations



Our Aims for this Year:

- To design a Quality Mark for the Charter and ensuring the charter reaches more people.
- To form Audit teams (e.g. mystery shopper) to check that organisations are keeping to the Charter, also report back to those organisations and offer training.
- To sort out a logo



# Advocacy

A regional advocacy review has taken place over the last year.

In order to try out the new approach to independent advocacy required by the Social Care and Wellbeing (Wales) Act, Ceredigion Council have given a contract to the Resilience Hub, which is made up of group of advocacy providers from the West Wales network including Pembrokeshire People First. Advocacy under this contract is available to people with learning disability if they meet the criteria.

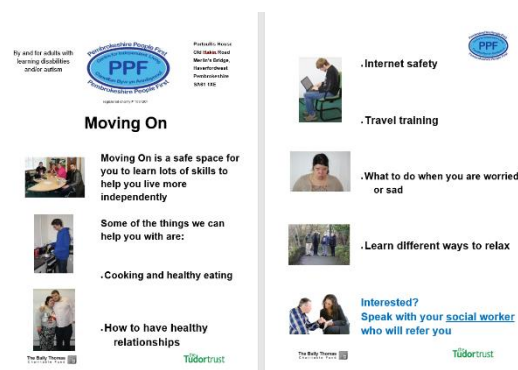
This contract will test delivery of advocacy across a number of different providers. Meetings are now taking place to look at how this approach can be adopted across all counties.

## Pembrokeshire People First

This last year, pretty well everything we have done has been linked with the LD Strategy.

Here are some highlights:

- Our Moving On project looks at the emotional skills you need to live more independently, and has a strong "outdoors" and "living healthily" focus
- We are a founder member of Planet Easy Read, which has a mission to make information accessible - across the planet (and certainly Pembrokeshire!)



- We are more and more focussed on preparing people for work. We employ 4 members at the moment, and have supported 2 LD Champions
- We are trying out training delivered by people with learning disabilities. This is focussing on work – for people who want a job and also for employers.
- We continue to offer specialist 1:1 advocacy for people with a learning disability and/or autism. We are committed to ensuring this continues in our County and beyond
- Our ASC Us project saw powerful training developed and delivered by autistic people
- Our members ask us for more social events, and we have been to film screenings, lunches together and much more.
- Our members feel passionately about transport, and are very involved in making it better, from the development of a simple app, to the easier to read bus timetables
- Our Moving On project provides travel training
- We work a lot more regionally, with the LD Charter, the Dream Team and Health Check champions. These are all mentioned elsewhere in this report, and equally all help make the Pembrokeshire LD Strategy a reality.



## Key Outcome 2

**Improve quality of life through improved choice for housing and accommodation. The majority being the same as for other people in the community**

### Update on housing

Housing Learning Improvement Network (LIN) report is now available. Pembrokeshire County Council have begun work on building new housing for people with disability in Johnston. Information about this new development was presented to LDPB at the Feb 19 meeting. Work has just started on the site so the properties should be available later this year.



Julian Brewer is the Development Worker - Supported Accommodation. In his job, he will work with others to:

- Design a housing plan for people with learning disabilities
- Help to develop an alternative service model to support day services
- Support the development of accommodation for young people in education
- Implement the Progression Model and enable support plans.

What will I be doing?

1. Learning lots!
2. Listening to people with learning disability
3. Helping look for some new places for people to live with the support they need.
4. Seeing how we can make our processes better for everyone.
5. Working with lots of different teams - so we all work together.

6. I will read about the best ways of helping people with a learning disability, and look for ideas that would help in Pembrokeshire.

These values will underpin the work he does

- I care about services people get.
- I care that people have their opinions listened to.
- I want money to be spent in ways that make people's lives better.

**I will do all I can to make life the best it can be for people with learning disability and other needs.**

## **Key Outcome 3**

**Give more opportunities for personal development and life experience to improve well-being and quality of life.**

This section covers:

- Social Care Support
- General health care and treatment
- Transitions and family support
- Support for carers

## **Update from Social Care**

Pembrokeshire County Council provides support to people with a Learning Disability through its community learning disability team.

Its easy read care plan is being reviewed following changes to our in house system to record and monitor the work we do. It will then be available to use with people with learning disabilities.

The care and support plans have been updated and changed to ensure we include changes that have to be made to meet Liberty Protection Safeguards legislation. This comes into law at the end of the year. This has delayed the development of the easy read document.

Transitions occur when young people with learning disabilities move from children services to adult services. Transitions leaflets and information sheets have been developed and should be published soon in English, Welsh and Easy Read. This includes an explanation of transitions team.

The transitions 'team' is going to be reviewed in consultation with children's services to look at how the team can be developed and strengthened by linking more closely with support staff in other teams/areas, children's teams and youth services.

Hywel Dda Health Board transformation programme is also looking at the CTLD services and we are linked in with health for the transformation programme across the 3 counties.

## **Update from Hywel Dda Health Board**

HDHB have appointed 3 part time health liaison nurses and have identified LD champions within acute hospitals who will be receiving training in the near future. LD Champions in the hospital are staff with a special interest in learning disabilities who will take responsibility for ensuring the needs of people with LD are considered when admitted to hospital.

One of the outcomes of the LeDeR report (a look at the deaths of people with LD in England) is that health appointment letters will be made in easy read. The cervical screening service have developed a



letter, which will be sent out to all ladies when their smear test is due.

The Health Board has established three working groups plus an overarching governance group to bring our plans to life and create employment opportunities for people with learning disabilities.

The sub-groups are focussing on:-

- 1) Recruitment process
- 2) Training
- 3) Employment support

The Dream Team are promoting easy read adverts, job descriptions, accessible interviews and induction training and are fully engaged in this process.

Work is ongoing with Welsh Government developing a training pack for GPs, practice staff on the annual health check, and health action plans. Part of this work includes a resource box for GP practices to help them communicate better and provide a better service.

We have recruited 4 people with a learning disability as Health Check Champions through the Integrated Care Fund. These Champions will promote the annual health check with GPs and develop a film for people with learning disabilities.

## Courtney Poupard, Pembrokeshire Health Check Champion

The Health Check Champion's job is to promote better health for people with learning disabilities.

Courtney will talk to GPs and nurses and highlight the importance of good communication and using words that are easy to understand.

Courtney will promote annual health checks so that more people with learning disabilities know about them and get them.

Courtney is going to make a video promoting Annual Health Checks, which will be shown to GPs.

The purpose of the annual health check is to check the whole body to make sure that people are healthy and to check for hidden illnesses such as heart or kidney problems. This could stop people getting a serious medical condition, as many illnesses are easy to prevent if they are spotted early enough. General health (like height, weight, sleep and food intake etc.) and medicines will also be checked.

If you are having a health check, it might help to:

- Bring someone with you
- Ask the doctor to use simple words and explain things
- Write down anything you want to talk about before you go
- Ask for a double slot and a morning appointment.



## Key Outcome 4

**Give every opportunity to be independent, exercise and enjoy their rights, and meet their individual obligations**

Our achievements over the last year have included:-

- Pembrokeshire County Council became the first council in Wales to become a Disability Confident Leader in September 2019.
- Pembrokeshire County Council voted "Inspirational Employer" for its work with people with disabilities
- Norman Industries has increased the number of supported employment jobs it provides.
- Café Man Cwrdd continues to employ people with disabilities
- Opened new farm shop at Scolton Manor to expand employment opportunities
- Experience 4 Industries worked with 55 people with additional learning needs helping 27 people into employment
- Workways+ provides targeted support to people with disabilities
- A consultation on Day Opportunities has been completed and a new model of service delivery is being tested.

### What is Disability Confident?

Being a Disability Confident Leader means that we can demonstrate that we provide good support in the workplace, that we set the right example and share best practice.



For Pembrokeshire County Council, this means:

- ✓ Providing the right support to people with disabilities
- ✓ Guiding individuals in the workplace.
- ✓ Providing an environment that is inclusive and accessible for staff, clients and customers.

- ✓ Ensuring that people with disability have the same opportunities as everyone else.

## DWP “Inspiration Employer” Award



The award was presented on Wednesday (5<sup>th</sup> February) by the Department of Work and Pensions (DWP) at a ceremony in Cardiff for Welsh employers.

The award recognises the Council's achievement not only in becoming the

first local authority in Wales to achieve the Disability Confident Leader status but also the work that it has done through Norman Industries and Workways+ to support people with disability and long term health conditions to gain paid work.

The journey to Disability Confident Leader began when Rachel - who has cerebral palsy - gave a presentation at a DWP conference in December 2018 about the work she has been doing to promote employment for people with learning disabilities.

Pembrokeshire County Council is definitely leading the way in employing people with disability with over 60 people working within Norman Industries and Workways+ alone.

We have been able to demonstrate the benefit of employing people with disability and there is now interest across the council to open up employment opportunities.

Full press release can be found at:

<https://www.pembrokeshire.gov.uk/newsroom/county-council-wins-inspirational-employer-award>

## Norman Industries

Norman Industries employs around 65 people with wide ranges of disability both physical and intellectual.

Norman Industries gives opportunities for paid work in:

- Furniture making
- Woodwork
- Restoration and repairs
- Arts & Crafts
- Ground maintenance
- Catering
- Retail
- Administration



Norman Industries is a member of the British Association of Supported Employers ("BASE") and has a primary aim of providing supported employment to people with disability or work limiting health conditions.

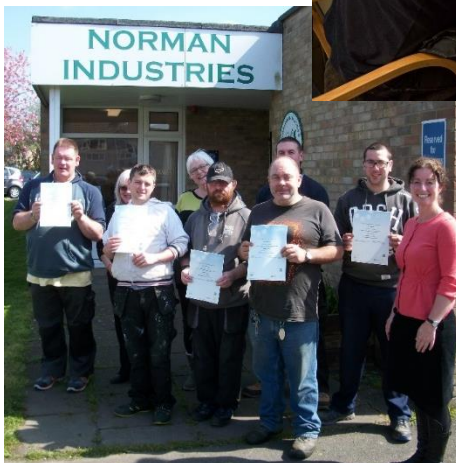
Access to Work is used to provide support and enables Norman Industries to offer people adaptations in the workplace and in work support. In work support can include things like a BSL interpreter, a job coach to help someone learn the job, a scribe to take notes, a job aide to do part of the job or a support worker.





## New for 2020

- Partnership with Paul Sartori to expand on restoration project
- Partnership with Scolton Manor to expand work opportunities
- Timber Processing project



## Caffi Man Cwrdd

'The Social Zone Café at Milford Haven Leisure Centre has evolved into a popular venue for the surrounding community and has enhanced the experience for users of the centre.



With support from Norman Industries, it provides 46 hours of paid work to 6 supported employees each week. Five other work experience participants make up the team. Everyone has a regularly reviewed bespoke training plan and personal skill development targets.



*"Working here has helped me come out of my shell and I have more confidence and I am very proud that I now have a job and my own money"*  
**Jade Clayton'**

The café has been supported by the Integrated Care Fund for the last 2 years. In the coming year it will become self-sustaining without this support.

## Scolton Manor – Make, Grow and Eat Shop



Make, Grow & Eat! Gwneud, Tyfu & Bwyta!

The shop focusses on providing people with disability with an opportunity to learn retail and customer service skills in a supported environment.

The shop sells items made at Norman Industries and a selection of artisan Pembrokeshire produced food items, as well as Scolton Manor Honey and walled garden grown fresh produce.

The shop is open seven days a week and currently provides 52 hours of paid work for 6 people on supported employment contracts and a further three work experience places.

*'My role in the shop include serving customers and doing the stock check, both new skills to me. A benefit of working here is the conversation between staff and the customers'* **Jamie Bevan.**







**Profiad am Ddiwydiant  
Experience 4 Industry**

E4I looks for opportunities based on people's abilities and centres its support on individual needs.

Referrals come through care companies, job centres, Social Workers, and other resources if a person needs help.

An appointment is made to meet everyone to discuss what they would like to do. Then we look at training, volunteering and work opportunities.

We refer to another organisation that offers employment for individuals in a variety of fields based on their skills.

Since June 2018, E4I has supported 55 people - 14 of these individuals have moved into supported employment and 13 into employment 23.64%.



Workways+ (25+) support people with learning disabilities and autism to identify employment, work experience or volunteering, and funded training to move towards employment.

Everyone has a 1-1 mentor with support tailored to the individual. They will speak with employers to find and create appropriate suitable jobs. We work in partnership with other support organisations to ensure that the individual is getting all the support they need.

Workways+ has supported 157 people with disabilities, of these 71 have completed a qualification or work relevant certification, 81 have completed volunteering, 10 have moved into employment over 16

hours, 7 of the 10 have sustained employment at 6 months, 7 have been supported with a paid work opportunity, 4 have moved into employment under 16 hours.

Over the next few years, the aim for us is to try and make these internal opportunities sustainable but also to create more capacity outside the Local Authority with local employers and organisations. This is where the work being done with our employer liaison officers and Rachel Bailey, the Learning Disability Champion for Employment, comes in. They provide training for employers and people with learning disabilities and autism to prepare for work and to know what support is available.

## **Transforming Day Opportunities**

Full details of this project can be found on Pembrokeshire County Council's website.

The project is a review of the current provision of day opportunities. It is going to co-produce a new model of day opportunities in line with requirements of the Social Services and Wellbeing Act (Wales) 2014 and the Future Generations Act (Wales) 2015. It started in early 2019. The Council is working with people too to do this work. This approach ensures that people who use services, carers and advocates are involved in the design and delivery of future services.

There were 13 co-production events at which people who use services were able to tell the Council their views. A consultation took place asking people to support either



**Option A:** Up to 4 hubs shared across all customer groups supported by a number of spokes.

The proposed hubs would be in the following areas: Pembroke Dock, Tenby, Haverfordwest and Crymych.

**Option B:** two hubs one located in the North and one in the South of Pembrokeshire supported by a number of spokes

Most people stated that they would support the development of a 'hub' and 'spoke' model. There were a number of concerns such as travel, concern that some existing centres may close and that the model was not clear to them.

Most people preferred Option A as would provide more choice, better access to transport services and wider services.

Over the next year, we plan to develop a plan for a Day Opportunities hub. This work will be done co-productively with service users, staff and voluntary community organisations

## **Transport**

Speech & Language Therapy services support people with a learning disability to communicate and understand, removing barriers to help them to become more independent.

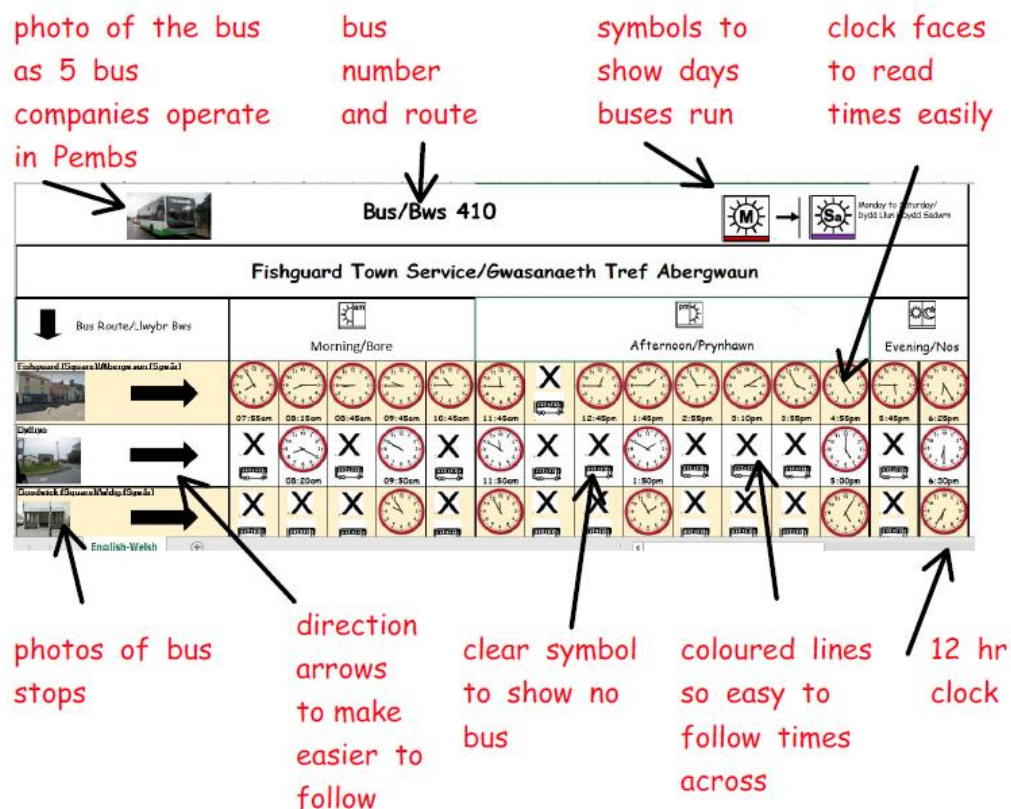
People with LD told us they struggle to read bus timetables. This is a barrier to them being able to access public transport independently.

Following consultations with people with LD we found the right format and easier to read timetables were produced, in a joint

project between SLT and Pembrokeshire County Council, for all 48 bus routes in Pembrokeshire.

The timetables were launched in December 2019 and are available in paper form and to download on the PCC website.

There is now a 4-month period of consultation with all bus users.



## **Thank you to everyone who has provided information for this report**

This report has been prepared by the LD Champions, Rachel Bailey and James Dash.

The report is available by contacting

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[rhys.eynon@pembrokeshire.gov.uk](mailto:rhys.eynon@pembrokeshire.gov.uk)

It is also available on [accesspembrokeshire.gov.uk](http://accesspembrokeshire.gov.uk) on the Learning Disability Partnership Board page.

