



Winter 2010

Give a “Thumbs Up” to good support for people with learning disabilities!



Thumbs Up is a free scheme aimed at improving services in the city for people with learning disabilities. The scheme provides ten top tips which businesses and services can use to provide good customer service to people with learning disabilities. The top tips were suggested by people with a learning disability and are straightforward ideas which can be put into action for little or no expense.

Ten Top tips

- Listen to what the person is saying
- Give the person extra time
- Use plain English that avoids jargon
- Use pictures as well as writing. For example a picture of a venue as well as a map
- If the person has a carer, talk to the person rather than the carer
- If the person asks for help, show them as well as tell them
- Do not ignore bullying. Do the best you can to help if you think someone is being bullied
- Offer good customer service. If you notice someone may need extra help, offer it
- Offer help with access if you think someone needs it (eg steps and doors)
- Do your best to make your service accessible to people.

The Learning Disability Together Network brings together groups and services from across Brighton and Hove to create more opportunities for members of the learning disability community to access work, learning and volunteering opportunities, and leisure facilities.

Members of the network meet up every other month to discuss issues of importance to them and to the learning disability community.

The Network is managed in partnership by Care Co-ops, the Community and Voluntary Sector Forum (CVSF) and Impetus. The network is funded by the Learning Disability Development Fund and Awards for All funding from the Big Lottery.

Any organisation or group is welcome to join the network and attend its meetings.

Find out more at
<http://ldtn.cvsectorforum.org.uk>
or contact Libby Young on (01273) 810237
or email libby@cvsectorforum.org.uk

Pledge your support

To pledge your support to the Thumbs Up scheme, all you have to do is agree to put into action the ten top tips. In return you will receive a free training DVD and brochure on good customer service.

To find out more about the Thumbs Up scheme please email coursesforcare@brighton-hove.gov.uk or visit: <http://www.brightpart.org>

More about the network's partners

Care Co-ops offers a supportive and creative environment for people to develop their potential to live full and active lives. The Care Co-ops teams support and empower people in all areas of daily life, including work, learning, leisure and social life.



Visit www.careco-ops.org.uk

The Community and Voluntary Sector Forum



(CVSF) is the umbrella group for the community and voluntary sector in Brighton and Hove. With over 500 members, CVSF provides the space, support and information its members need to work together and influence local policies and plans.

Visit www.cvsectorforum.org.uk

Impetus provides direct support services to local people experiencing disability and/or disadvantage.



Impetus also provides infrastructure support to organisations within the voluntary sector.

Visit www.bh-impetus.org

The Learning Disability Partnership Board

The Learning Disability Partnership Board is a champion for people with learning disabilities in Brighton and Hove. The Board makes sure that people with a learning disability and their family and carers are part of everything that they do. The Board aims to make sure that services in Brighton and Hove are inclusive and offer people choices, and that everybody has an equal opportunity to use services in Brighton and Hove.

The Board meets on the third Monday morning of every second month and members of the public can come to any of the Board's meetings. The dates of the Board's meetings in 2011 are:

Monday 21st March, from 10.00 to 1.00, at Hove Town Hall in the Banqueting Suite

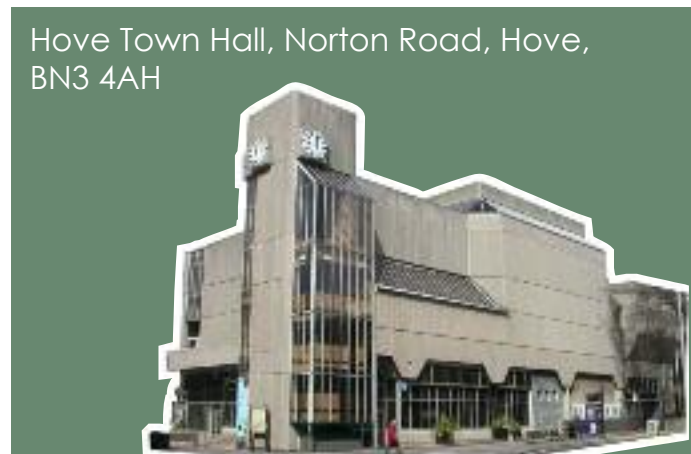
Monday 16th May, from 10.00 to 1.00, at Hove Town Hall in the Banqueting Suite

Monday 18th July, from 10.00 to 1.00, at Hove Town Hall in the Banqueting Suite

Monday 19th September, from 10.00 to 1.00, at Hove Town Hall in the Banqueting Suite

Monday 21st November, from 10.00 to 1.00, at Hove Town Hall in the Banqueting Suite

Hove Town Hall, Norton Road, Hove, BN3 4AH



September Network Meeting

At its meeting in September, members of the Learning Disability Together Network came together to discuss some of the changes which are happening in the city.

The City Council is moving towards a new model for delivering public services. This model, known as Intelligent Commissioning, will put the needs of communities and people at the very centre of its planning, commissioning and delivery of public services.

This new approach involves the council working with other public agencies, the community and voluntary sector, and the city's communities and residents to better understand the needs of the city, decide on and commission activities and services to meet those needs and review them to see if needs have been met.

Also at its meeting in September, members of the network discussed Social Enterprises. Social Enterprises are organisations which are driven by the desire to change society for the better. Social enterprises use sustainable business models to meet social need and improve a community which helps to create a positive legacy for future generations.

Common forms of social enterprise include credit unions, community co-ops, housing associations, development trusts. They can be multi-million pound businesses or small community based businesses – but all are united by an aim to benefit society.

Examples of some famous social enterprises include: Jamie Oliver's Fifteen Restaurants, the Big Issue Magazine, the Eden Project, the Co-operative Bank, Divine Chocolate and Cafedirect. Smaller local examples include Brighton and Hove Wood Recycling Project, PR Company Green Rocket and Care Co-ops.

STAY UP LATE



The Stay up Late Campaign is run by Heavy Load, the UK's only punk band made up of musicians with and without learning disabilities. Lots of people go to their gigs, but they cannot stay out late to watch them as they have to go home early because their staff finish work at 10pm. Heavy Load are fed up with this! People with a learning disability have the right to stay up late and have some fun.

The Stay up Late Campaign is about raising awareness amongst people with a learning disability so they know they can stay up late; and raising awareness amongst support workers to work different hours so that people with a learning disability can stay up late.

To get involved or offer your support to the campaign visit: <http://stayuplate.org/>

Some examples of social enterprises which specifically aim to support those with Learning disabilities to work include: Brighton based Nourish, the Aldingbourne Trust, The Canterbury Oast Trust, and Frame of Mind.

For an easy read briefing on Intelligent Commissioning visit www.cvsectorforum.org.uk/IC



Innovative local project enables six volunteers with Learning Disabilities to work with the Police

As a result of attending a Learning Disability Together Network meeting, Grace Eyre, a charity which supports people with learning disabilities, and Sussex Police have developed a pilot volunteer programme for six volunteers who use Grace Eyre's services to volunteer at John Street Police Station in Brighton.

The volunteers undertake a number of tasks such as valeting and administration work. Each volunteer has an induction scheme and is supported in their volunteering by Grace Eyre.

The latest news on the project is that the Police are looking to grow the scheme and recruit some more volunteers with the help of Grace Eyre.

This is an excellent project which demonstrates how much can be done to support those with learning disabilities to volunteer in a work environment.

People with learning disabilities benefit from volunteering by increasing their skills, confidence and experience, and it also helps raise awareness amongst police departments about the benefits of working with people with a learning disability.



Interested in Health and Social Care issues?

The Brighton and Hove Local Involvement Network (LINK) is the city's independent Health and Adult Social Care watchdog. It is an independent network of people and groups who want to help make Health and Social Care better in the local area. The LINK has legal powers to help improve Health and Adult Social Care services. It can help you have your say and makes sure the patient/service user voice is listened to.

The LINK has done some work on behalf of people with learning disabilities:

- The LINK has signed up to the Thumbs Up campaign
- The LINK has recommended that health providers in the city sign-up to Mencap's Getting it Right Campaign
- The LINK has its own easy-read leaflet on the LINK
- The LINK submitted (with the input of learning disability providers) to the Care Quality Commission's Inspection of BHCC's services.

The Learning Disability Together Network and the LINK will be exploring the potential for forging closer connections, and working together.

More information about the LINK can be found at their website: www.bhlink.org.uk or by calling 01273 810 234