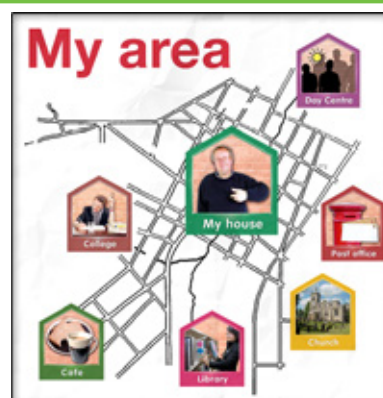


Modernisation of Services Consultation 2014/15

Report to Stoke-on-Trent City Council
January 2015



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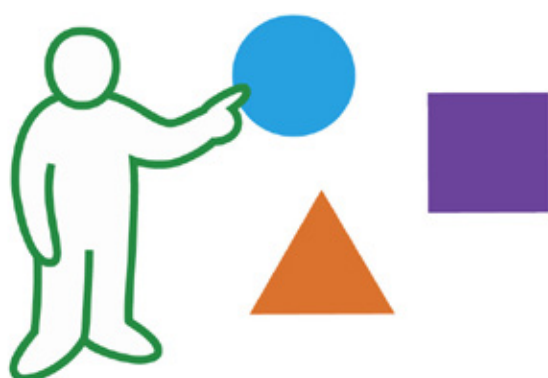


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About the consultation



Reach were asked by Stoke-on-Trent City Council to find out about people's lives - what they do in the day, in the evening and weekends and what support they get.



The information collected will help the city council to think about the services and support people need in the future.



For the first time, Reach worked with Asist Transition Advocate, Jeanette Clarkson, to support young people from schools and colleges to take part in the consultation.

About the consultation



Reach supported **116** people to speak up in the consultation.



Reach supported **73** males and **43** females to speak up about the things they do and the support they get.



Reach supported people aged from **13** to **75** to take part in the consultation.

About the consultation

Regent College



PRIORITY
EDUCATION SERVICES

Reach supported students from:

- Regent College
- Watermill Special School
- Abbey Hill Special School
- Strathmore College.



Reach visited Chatterley House in Tunstall and spoke to the people who live there.



Reach project workers gave a short presentation before supporting people to work in groups and answer questions about their lives.



At the Reach Parliament meeting in October 2014, MPs and Experts looked at case studies based on the information Reach collected and talked about what worked well and what didn't work in their own lives.

What we asked



Reach asked people to answer the following questions:

- What do you do in schools, colleges and other services?
- What do you do in the evenings and at weekends?
- Who supports you to do the things you do?
- What do you do out in the community?
- What would you like to do in the future?
- What support would you need to do the things you would like to do?



People's comments, thoughts, questions and ideas were all used to write this report.

Key points - what people said



After collecting lots of information Reach started to look in more detail at what people had said.



Reach looked at:

- what was working well for people
- what was not working well for people
- what people had in common.



This report is based on the information collected from the **22** meetings Reach facilitated.



Reach found that...

people want to go to youth clubs or other social clubs.

If there was a youth club near where I live I would go to it.

If there were places to go and things to do I'd go - there's nothing!

I would like to go out more if there were places to go.



I stay at home, nothing to do.

Nothing to do, just stay in, watch TV and go on Facebook.

Would like to go to a youth club but there isn't one near to me.



Reach found that...

many people of all ages spend evenings and weekends at home and most say they need more support to go out.

Don't really do anything, just stay in at home, I need support but don't get it.

I won't go out much on my own, it's terrifying!

Need more support to do things.



Don't really go out anymore, not without support.

I don't do anything in the local community. With more money I could get the right support and do more.

I'd like more support because I'm scared that people will pick on me and make fun of me because I get confused.



Reach found that...

students at Watermill and Abbey Hill Special Schools get lots of support to get out and about in the community.

We go to visit museums and art galleries.

We do sport, go out of school to do boxing at the Meir Academy.

Go to the youth club, it's run by the school.



We get support to do work experience.

We do the Duke of Edinburgh award.

We go out on Friday afternoons, go bowling, swimming or dancing.



Reach found that...

most people who have a PA (Personal Assistant) want more time with them, especially at weekends.

My PA supports me at home twice a week, I wish I could have more PA time.

I have a PA at the weekends but I would like support in the evenings too.

Don't get enough support to do what I want.



I would like more help if I could get it.

I would like to have a PA as I don't get out much because I have no support.

I would like more support but I can't afford any more.



Reach found that...

lots of people rely on family and friends for a lot of their support.

Mostly I just get support from my friends and family, the only other help I get is in college.

If we don't go out together then I just stay in - no support.

I get support from my work placements, other than that it's just friends and family.



My friends and family support me, I only really get support with my job.

My family help me, I would use more support if I could, when I need it.

I don't go out much after school, or at the weekends, I'm not allowed it's too dangerous without support.



Reach found that...

lots of people say it's important to get support with travelling independently.

I would like to go to different places but there are problems with travelling, I need training and support.

Help with travelling is important to help me do things I like to do.

?

Travel training, that would help, when I miss a bus. I'll know what to do.



I get support with my travel from the college, helps me get about.

I need to work on my travelling to help me with my self-esteem and confidence.

The work the college has done with my travelling is really helpful.



Reach found that...

lots of people have placements and do voluntary work but don't have paid jobs.

I work in the cafe at St John's on a Thursday, I'm happy at St. Johns.

I do a placement in catering, learn all about serving people, take out the board and wipe the tables.

I work in a cafe, I'm doing it as a placement now but I'll get paid after six weeks.



I'd like to work but I don't know what, placements help me to decide.

I do voluntary work. I work at the Art Foundation shop, Bentilee Volunteers and the Rainbow Lunch club. It's important to help.

Do some volunteering, work part time, pick up skills and confidence to help me get a full time job.



Reach found that...

most young people would like to drive a car, have a job, live independently and get married.

I'd like a job, to own a house and to have my own car, that's all.

In the future I'd like to get married, have a baby and have my own house.

Get my own place, get a car, get a job working with children and have a family.



I just want a normal life, what everyone wants.

I want to be independent, move in with my boyfriend, get married, I'd need support with the planning though.

I want to move out and live on my own, learn to drive, get a job and then maybe get married.



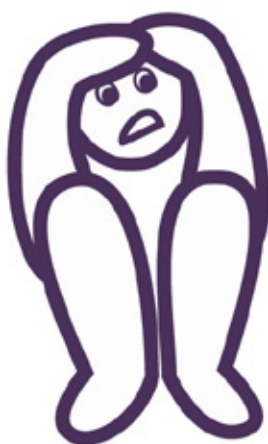
Reach found that...

**lots of people of all ages
are scared to go out without
support - leaving people
feeling isolated and alone.**

To be honest I don't go out much, there's too many fools and gangs around, I'd go out more if they weren't there. So I sit in on my computer all day.

Why would anybody want to go out from home in the dark, anything could happen?

Don't go out on my own much, it's terrifying.



I get scared and worried, about lots of things. I'm scared of being alone and not having someone to help me.

Nothing to do, all the youth clubs are closed and where I live, we need more police around the area.

I always get the feeling I'm a burden to my family. I worry about things so I isolate myself in my room. I worry a lot about independence.



Reach found that...

lots of people said they need more information about services and support they can access.

I need to know where to get the right information for me and how to access this information.

I know what help and support I would like but don't know where I could find it.

I don't know what help and support there is.



Need to have lots of information to help make choices.

There needs to be more information about things and it needs to be clear.

Information needs to be in places we can find it, people need to tell us where this is.

Reach MPs and Experts said...



At the Parliament meeting on Monday 20th October 2014 Reach members took part in the consultation.



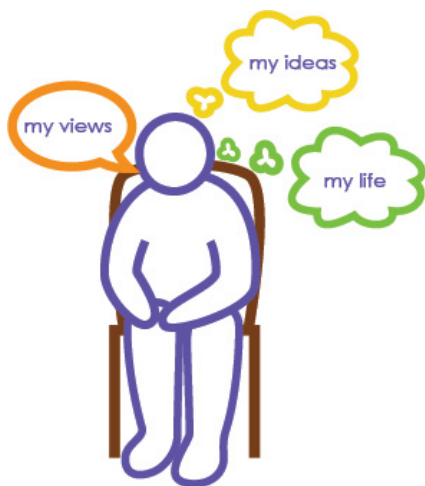
Reach members also looked at case studies based on what young people in schools and colleges had said.



Reach MPs and Experts talked about:

- their experiences of services and support
- what has changed or is still the same
- what they think will happen in the future.

Reach MPs and Experts said...



“Only time I had anything like that (PA) was where I used to live. She helped me with letters, hospital appointments, things like that. I had different people coming in. They used to come every day, one in the morning and one at night. Now, zilch, if I have a problem I have to phone the duty officer or the social worker. They stopped the support because they don't have the money anymore. I did have some support from Orchard Care but you had to pay for everything.”

“Your support shouldn't cost you lots of money.”

“Helping you with appointments, that's what a PA should do.”

“There's never enough support for people, it doesn't work.”

Reach MPs and Experts said...



“People need someone to talk to, an advocate, a social worker.”

“People need support, if you want to get a job someone should be there to support you, you need help to fill in forms, do interviews.”

“People need to think things out for themselves, think about their lives, what they want.”

“Doing voluntary work doesn’t help people to get a full time job completely, people need other support.”

“People won’t get the same support they get at school or college not once they leave.”

“Paid work - disabled people’s chances of getting that are very slim.”

“People need get that support, people need somebody there to help them.”

When support works well...



For the first time Reach were able to work with young people from schools and colleges on a City Council consultation.



This gave us the chance to find out about the support and opportunities young people access.



The following case study looks at **one** young person who spoke to Reach about how well his time at college was working for him.

When support works well...

Regent College



"I go to Regent college five days a week."

"Every day I come in early, I do all my lessons - I enjoy working hard at college."

"The staff are really good here, very supportive."

"I do lots of different things here, I do youth coaching, I've got my FA level 1."

"I also do the Green Door project at Westport Lake, I work on the computers, do media and volunteering in the community."

"I like to know ahead what I'm doing, a few days before. I've got a timetable, I like things structured."

"My PA takes me to my coaching and to FA meetings. The college supports me to do lots of things."

"It works really well for me."

When support works well...



"I live with my family, I'm quite happy there. I've got a normal family, I want to live with them."

"I get the same person for my support, I get on well with him, I've been working with them for 2 years now, it works better for me that way."

"I get familiar support in college, it's helped me loads, I get good support."

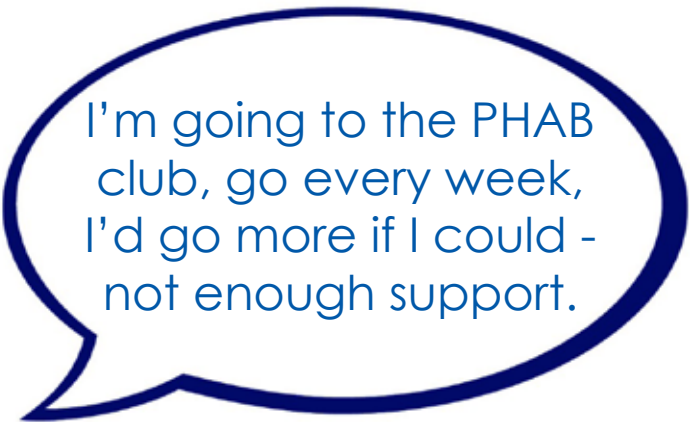
"My FA coaching was one of my long term goals, I finished it last year, I'm planning for the next part now."

"I do coaching at Stafford Rangers with the under 18s, my target is to deliver 3 specific drills at the club."

"I do travel training, been doing it quite a while, I like travelling on buses."

"I'm quite happy with my life."

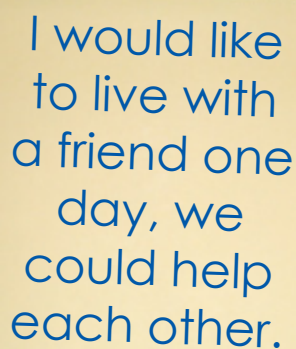
Other Key Quotes and Ideas



I'm going to the PHAB club, go every week, I'd go more if I could - not enough support.



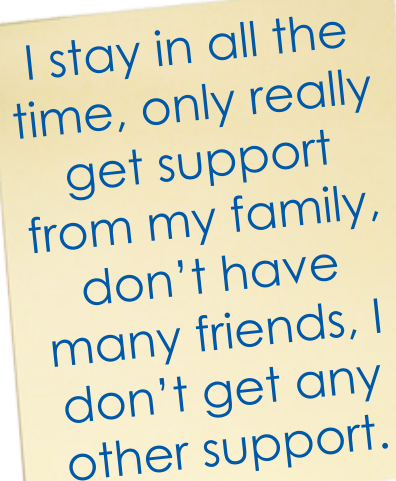
I would like to be able to use my local park more, it's not very good though as everything is broken.



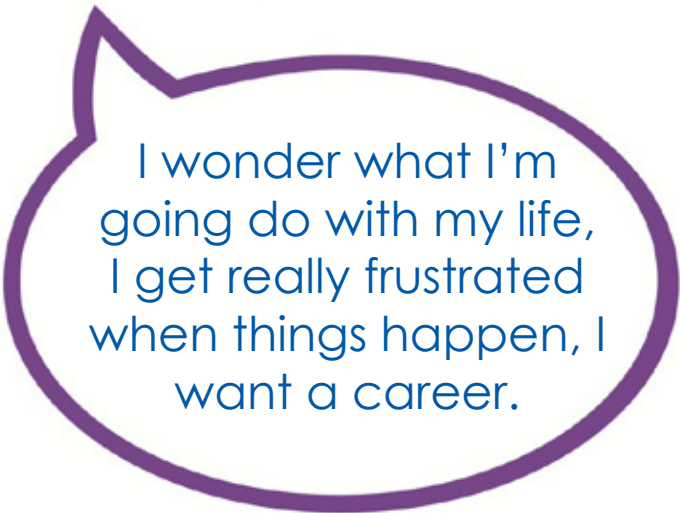
I would like to live with a friend one day, we could help each other.



I just want to be able to meet new people, try new things, take part in the community and work helping others.



I stay in all the time, only really get support from my family, don't have many friends, I don't get any other support.



I wonder what I'm going to do with my life, I get really frustrated when things happen, I want a career.

Other Key Quotes and Ideas

I remember when we used to have the Thursday Club at St. John's Church in Norton, it was for disabled people.

If you move out, live on your own, you really need the right support, it's very important.

I think they could have one where children and youths get together. Perhaps that'd get 'em into a more friendly attitude.

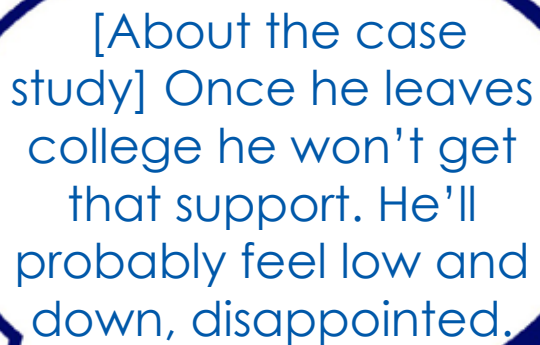


The support I get now, I'm happy sometimes.

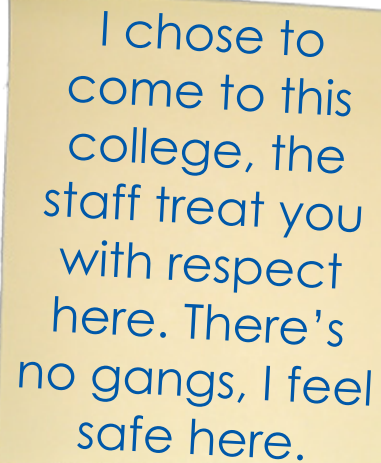
I don't think getting a job is easy these days. Even with support it'll be hard. There's hardly any jobs about.

I would like a normal life, to go on public transport, visit new places but with the right support.


Other Key Quotes and Ideas



[About the case study] Once he leaves college he won't get that support. He'll probably feel low and down, disappointed.

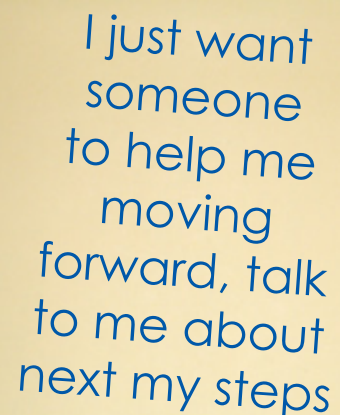


I chose to come to this college, the staff treat you with respect here. There's no gangs, I feel safe here.

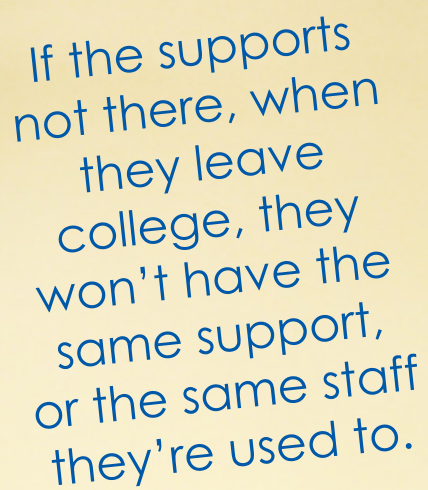


Volunteering won't get you a paid job.

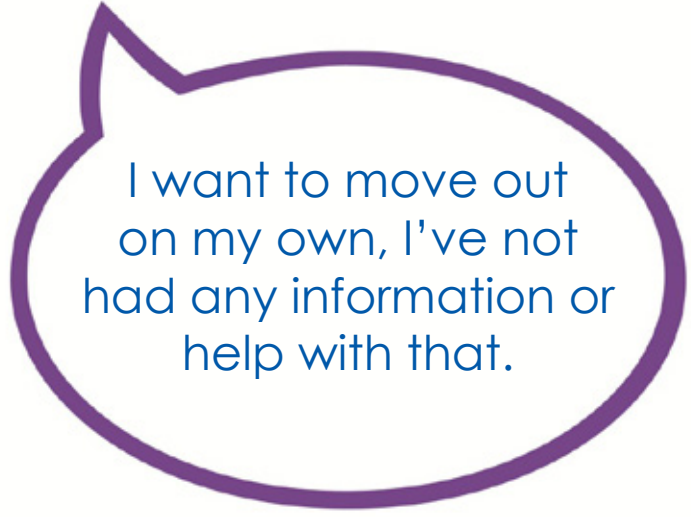
Chances of getting a job?
Very slim.



I just want someone to help me moving forward, talk to me about next my steps



If the supports not there, when they leave college, they won't have the same support, or the same staff they're used to.



I want to move out on my own, I've not had any information or help with that.

About the questions



Reach have written some questions for Stoke-on-Trent City Council to think about.

These are based on the ideas and information collected in the consultation.



We have used ideas from non-instructed advocacy in writing these questions.



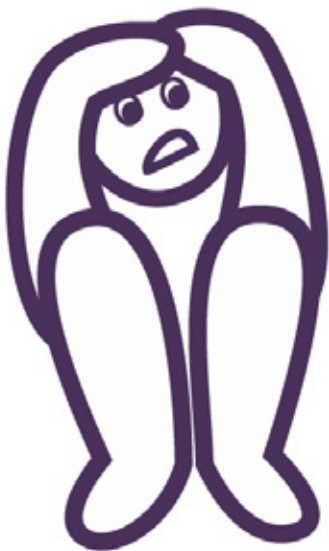
Reach believe it is important to ask these questions before the next stage of the modernisation of services consultation.

Questions



Question 1

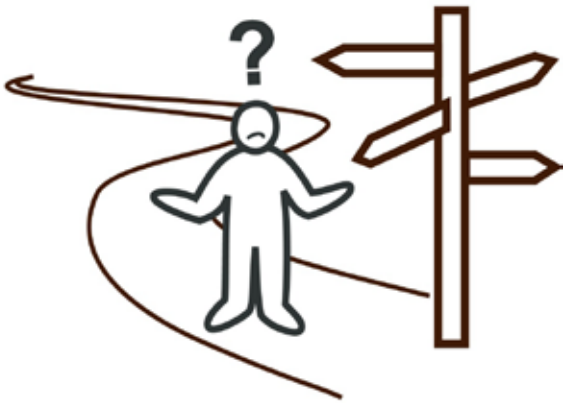
How can people be supported to become part of their local community?



Question 2

What can the Council do to make people feel safer and stop them feeling alone and isolated?

Questions



Question 3

If services become more specialised how will people with less complex needs get the right support?



Question 4

What can be done to make sure people get the right information about services and support?

Questions



Question 5

What can be done to support more disabled people to get paid work?



Question 6

Should people get more support with everyday things like living independently and taking part in the community? If so, how?

What Happens Next?



This report will be shared with all the homes, schools and colleges who took part in this consultation.



The report and feedback from the city council will be shared with Reach members at Parliament meetings and through Learning Disability Partnership Board meetings.



Follow up meetings will be arranged throughout the year to feedback to all the people who took part in the work over the last few months.

Thank you



Reach would like to thank everyone who took part in this consultation for their time, effort, thoughts and ideas.



We would also like to thank the Reach members who worked on the case studies and shared their thoughts and ideas for the consultation.



Reach would also like to thank all the staff at Watermill, Abbey Hill, Regent College, Strathmore College and Chatterly House for their warm welcome and support.

Contacts



Pictogram images used in this report were made by Reach.



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Reach is part of Asist, Advocacy Services in Staffordshire.



Thanks to Photosymbols for some of the images used in this booklet.