

CONSULTATION QUESTIONS

Progress and Challenges

Q.1 Do the findings of the evaluation broadly reflect your views about services for people with learning disabilities/carer?

Yes No

Yes we agreed with

1. There are more voluntary jobs than there used to be
2. College gives an opportunity to learn some things – but you need to move on from it
3. Younger people at home with family
4. Day opportunities more fun things costs
5. Benefits stop you earning more work
6. More changes for relationships – but still not enough for source
7. School buses big classes less pupil support
8. Agree with community support
9. Not much paid work - therapeutic earnings
10. Need lots of types of support
11. Lack of transport cut down on bus passes
12. Support plans should be more updated
13. Good that centres are closed more opportunities

Not sure

14. Independent, do you mean on your own or care home
15. Safety – worries some people better in life
16. Support needs to be different for everyone
17. Can be difficult for college to work
18. Not the housing that they need
19. Bases in schools are not for everyone – need a choice

No we didn't agree with

20. Not all people have spoken to care inspectors
21. Not sure 50 people is enough to survey all of Scotland
22. People reported mixed experience of being able to access it

Q. 2 Can you give examples, either locally or nationally, of what you think has worked well over the last 10 years of *The same as you?*

- The hospitals closing where good for some not for others
- Very glad hospitals closed
- Have more independence
- People have their own houses
- More chances to speak up or to be listened to
- People having more say in their care
- Having access to LAC is improvement but still work to be done need more like that
- Increase in advocacy
- People who are more able have more opportunities to work
- Direct payments + the flexibility that gives
- LAC has given Irene a chance to get a job which she loves
- Day service closing gave people a day service budget, and more opportunities to work
- CREATE started but would like more baking and bingo
- No improvement to benefits while cost of living rises

Q. 3 Can you give examples of issues in current work and/or policies that still need to be addressed?

- More help for people to fill in their voting slips at the voting station
- Better information to help make choices about who to vote for. (Pictures, easy read)
- What are the government going to do for people with learning disabilities
- People had care manager support and then now to pay for it and people have left support for that reason
- Tell bus companies to make it easier to travel on public transport
- Make it cheaper for the train

- Easy read often still too difficult
- Not to talk down to us we are not children!
- Difficulties in renewing blue badge, access to leisure cards – are counter staff at local authorities receiving the training to deal with the cross section of society people behind counters are rude and lack understanding.
- More adult learning classers
- Taxi drivers not understanding me. Service not very helpful – cant pre – book
- Poor pavements for pushing wheelchairs safely
- By giving me more money
- Mobility too strict
- Cost of living gone up and benefits aren't equal to this
- Benefits are matching inflation
- Government being greedy
- We'd like to be asked our opinion, by the local government
- People with learning disabilities don't have a voice
- More money
- Housing support limits my choice in what I have in my life e.g can't do social things
- More funding available to help organisations train staff better
- More funding for carer's support
- Carer's Allowance needs to be looked at – ESZ + is not enough
- More security for Carer's e.g tenancy rights or an assurance that I wont be moved just anywhere
- Closed social support for a lot of people in their own tenancies– housing support instead
- ILF – Why is it being stopped
- Not enough support for me when I am looking for a job – cutbacks in job centre ect – has not helped me more to be done for less able
- Wasting money on rebranding e.g good apple housing has changed but not the service
- Care charges keep being changed – benefits not matching inflation.
- The way the local authority is spending their money is not being consulted on
- Local authority not dealing with problems effectively – e.g dog dirt etc. you used to get fined for this
- More groups for people to go to – centres are closed

Good Practice – Organisations

Q. 4 Can you provide examples of what you have done over the last 10 years, within your organisation, to improve services and access to services within your local area?

N/A

Good Practice - Individuals

Q.5 What have you done, as an individual, to make positive changes within your local area?

- Social days / family days, reviewing of services that we provide
- Opened a social enterprise the bread maker!!
- I attend create a group in my community
- I contribute as a parent, to various organisations to help them develop their vision constant looking for ways to enhance the service
- Keep open communication with parents and people we support
- Feel more part of the community – using local shops, cafés etc.
- Aberdeen has an Info Hub which lets me know what services are available
- Local area co – ordinators, but we need more of them to help people with own budgets
- Difficult because community centres are closing
- I volunteer for the info hub and shelter
- No info comes from my community centre
- Rely on my staff / careers to help me find out information – not easy for me to do on my own
- I access group (carriage driving , drama, phoenix club) Boccia – these are in and around my community
- I have my own budget to purchase day activities – my staff help me.
- I work voluntarily at the info hub
- I am the chairman of the learning disability group of Aberdeen, Disability Action Group member.
- Grampian national health service are good at involving me in the

changes to their policies.

- Not enough groups in my local community centre – don't consult enough with the local community people with learning disabilities are not heard

Future Priorities - Healthcare

Q.6 What still needs to be done to ensure that people with learning disabilities have access to better and more appropriate healthcare?

- Better training so health professionals can help people with learning disabilities understand their bodies and health issues
- Health advocate to help people with learning disabilities
- Better training on how to listen to people
- Pay more attention to their notes
- More patience with people when going to an appointment
- More time
- Explain more clearly to the patient if questionnaires need to be filled in
- Faster appointments
- Plus less waiting times
- Faster service for NHS 24
- Better training for healthcare
- Staff in managing health / issues
- To listen
- To believe what they hear from us
- Better examinations not just giving medication without having a good look
- Speeding up referrals – follow up
- Make sure prescriptions should be followed up. Doctors should be taking prescription to the reception
- Effective repeat prescriptions system – better understanding for everyone

Future Priorities - Education

Q.7 What still needs to be done to ensure that people with learning disabilities have access to better educational opportunities?

- Listen more
- Government to test people with learning disabilities to find out the level there at - Assessment
- Aberdeen college in my experience wasn't good
- More training for staff by people with learning disabilities
- Smaller class sizes – more support for those in need
- More interesting courses e.g. car mechanics
- Better training for college staff in dealing with people with learning disabilities
- College staff being less strict and more understanding of needs & Abilities
- More training for staff to identify & understand additional support needs
- More information
- More training
- More courses suitable for other peoples needs
- Make college more appealing
- More accessible paperwork
- College have been unhelpful
- Meeting peoples needs
- No easy read leaflets
- Lack of variety
- People working at the college who are trained to understand people

Future Priorities – Independent Living

Q.8 What still needs to be done to ensure that people with learning disabilities are able to live independently?

- More money – better benefits
- Better adaptations to my house, so I can shower independently
- Easier access to social work / care management for help
- It would be a good idea to involve people with learning disabilities to get involved in training , trainers so they know what we really need
- Better travel
- More housing options
- Not so many staff changes
- More care management support
- Different service models
- For people to see my strengths
- Everyone has got something to offer
- Better communication about changes e.g self directed support
- Better assisted technology

- Transport has got better but there is room for improvement
- Country transport is difficult to access because they are too high
- Better Sunday service
- Better training for bus drivers about people with learning disabilities
- Being able to easily access taxis and have taxis you can book in advance
- No smoking in taxis (Drivers)
- More housing options
- Opportunity to better match house holders for sharing houses
- Care managers need to be more open to allocating housing to people . people to be more open and honest about who they are and their background (Criminals)
- Things being carried out

Future Priorities – Employment

Q.9 What still needs to be done to ensure that people with learning disabilities have access to better employment opportunities?

- Greater number of social enterprises as a first step to employment
- More volunteer “champions”
- Less complicated benefits system to make work possible
- Making jobs more easy to apply for
- More qualifications
- More training for people in job centre
- Education for people about what its like to have a job + to hold a job down
- Disability Advisor at job centre
- More imagination
- Look at what people can do not what people cant do
- More volunteer opportunities
- More training
- More volunteer opportunities
- More support to fill in application forms
- More variety of jobs to suit people
- Getting more support for getting a job
- Less discrimination
- Training employees to help people when getting a job with learning disabilities

Future Priorities

Q.10 What other future priorities do we need to focus on? (Please list these in order of importance with the most important first)

1. More money more jobs, more hours – paid work
2. More power -more of a say being listened to
3. More choices for real life exciting opportunities + holidays
4. Consistency of service staff & values, focus on individual needs
5. Staff with good communication
6. Things being carried out
7. More disabled access

8. Better things to do in Aberdeen . more social activities EG. Baking