Delegate Resource Pack

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

A conference for practitioners on using creativity, nature, positive relationships, friendships, empowering family support and financial inclusion

20 November 2014

A Lemos & Crane conference
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Programme

9.15  Registration

10.00 INTRODUCTION AND PROGRAMME

- Gerard Lemos, Partner, Lemos&Crane

10.15 COMBATING ISOLATION AND BUILDING WELL-BEING

- Sue Grant, Team Manager, KeyRing
- Leanne Dillon, Regional Manager, Community Integrated Care
- Catherine Murray-Howard, Deputy CEO, Community Integrated Care

11.00 SOCIAL NETWORKS AND KEEPING SAFE ONLINE

- Philip Vaughan-Williams, Lead Project Worker: ‘My Safe Social Network’, Papworth Trust
- Members of the Foundation for People with Learning Disabilities Voice and Community reference group

11.45 Coffee

12.00 BUILDING FINANCIAL CAPABILITY AND RESILIENCE

- Kristina Leonnet, Project Manager, Quaker Social Action
- Rick Jensen, ‘Quids In’ Project Coordinator, The Camden Society

12.45 SPIRITUALITY AND EMOTIONAL WELL-BEING

- John Coleby, Director, St Joseph's Pastoral Centre

13.15 Lunch

14.00 NATURE AND THE ENVIRONMENT FOR WELL-BEING

- Sarah Vaughan-Roberts, Project Manager, Forty Hall Community Vineyard Ltd

14.30 CREATIVITY AND THE ARTS

- Natalie Chivers, Community Projects Manager, London Symphony Orchestra
- Mark Williams, Artistic Director and CEO, Heart n Soul
- Mark Burgess, Vice-Chair, Heart n Soul
- Paul Richards, Director, Stay up Late

4.15 Close
INTRODUCTION

Gerard Lemos,
Partner,
Lemos&Crane

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COMBATING ISOLATION AND BUILDING WELL-BEING

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

Sue Grant,
Team Manager,
KeyRing

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

Sue Grant
Team Manager
Who are KeyRing and What do We do?

- Registered Charity started in 1990
- We support vulnerable people to live independently
- Over 100 Networks
- Support approx 1000 people
- Over 40 Local Authorities

What is a Network?

- People with support needs (our Members) live in a small geographic area
- Facilitated by a volunteer, Network Members meet regularly, support each other and become meaningfully involved in their community
- This powerful model develops the skills and confidence of Members while adding value to the community
Gifts and Abilities

Peer Support
Identifying Skills
Sharing Skills
Community Integration
Flexible support

Positive Stories

And More
And More

And More...

Family history
Media
Low self esteem
Barriers that prevent positive relationships
Avoiding labels & shame
How to do it
Negative Influences
Partners/Friends & Family

- Threats of and actual violence
- Financial abuse
- Sexual abuse
- Taking control of the flat
- Using drugs
- Psychological abuse

JOHN

CASE STUDY 1

JANE

CASE STUDY 2
Reflections

• Listen to your ‘inner voice’
• Take time
• Be there
• Don’t give up
• Look at all possible connections

Positive Families

Leanne Dillon,
Regional Manager,
and
Catherine Murray-Howard
Deputy CEO
Community Integrated Care

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience
Who has the power?
No need for people to feel isolated

We’re pleased to meet you!

- Leanne – Regional Manager.
- 13 services for people with Learning Disabilities.
- Supported Lemos & Crane report – Loneliness and Cruelty.

- Cath – Deputy Chief Executive.
- Passionate about people we support having a voice.
Why do people become lonely?

Don’t get on with people they live with

Not enough hobbies and interests
People not getting to know you

Communication difficulties

We’re a changing organisation...
Community Integrated Care

- One of UK’s largest charities.
- Support 5,000 people
- Employ 5,000 staff
- £102m
- Learning disabilities, autism, mental health concerns and age-related needs.

How we’re now supporting people so much better than before...
Personalisation ....

- Matching staff
- Knowing person
- Recruitment
- Hours
- Active and full, normal lives
- Valued member of society
4 Key Parts to the plan

10,000

Support Plans

More time for Managers
4 Key Parts to the plan

10,000 Support Plans

More time for Managers Training

Person Centred Tools...
One Page-Profiles...

Matching support...

Communications Charts...
Also...we’re changing the balance of power...

The Voice...of the people we support

Driving up Quality (or ‘good’ to ‘great’)...
Ways we’re using the standards

- **PUBLIC PLEDGES** which are based on the standards
- **New support planning** documentation.
- **PAID EMPLOYMENT** to people who use our services

Meet our Peer Reviewers!

Do we meet the Quality of Life standards?
They are our change makers!

- Training on values and attitudes
- Challenge our management teams
- Status & respect – paid employees
- They’ve opened eyes – rotas enhanced, support plans improved, inspired many people!

This is what it means to our Assessors!

What is their impact?

Shortlisted for the Putting People First Award at upcoming Great British Care Awards!
Don’t take our word for it…
People we support speak for themselves...

“They all shout too much and I get annoyed, I would like to have my own home.”

“Although this is my own home I don’t know about a tenancy agreement and don’t have my own front door keys.”
“It took me a while to settle in my new home, as the residential college that I came from didn’t give my new staff good information about how best to support me.”

“I take a real pride in my appearance and love music, which I have an excellent ear for! Understanding the importance of my routine is vital to best support me.”

“The staff that support me have a useful tool that charts when my behaviours are good and not so good.”
Our final thoughts...

• People they support are citizens, not tourists
• STARTS...being valued!
• Great support is built upon great relationships
• Support is about things that are important to people, not just important for them.

Thank you
Any questions?

Leanne.dillon@c-i-c.co.uk
Cath.murray-howard@c-i-c.co.uk
SOCIAL NETWORKS AND KEEPING SAFE ONLINE

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

Philip Vaughan-Williams,
Lead Project Worker: ‘My Safe Social Network’, Papworth Trust

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

My Safe Social Network
An approach to Digital Empowerment
The Museum Street Centre, Ipswich, Suffolk

Philip Vaughan-Williams
Who and Where?

• Day care environment for disabled adults
  – Running skill based learning sessions
  – Delivered by qualified teachers of Adult Education

• Staff team that are passionate about ensuring:
  – Empowerment
  – Inclusivity

• Clients who want to take part in all aspects of daily life
  – In the same way that their peers, family and friends do

Identifying the Need

• ‘Sometimes it isn't fair’
• ‘Its just the way it is’
• ‘They wont let me’
• ‘I'm bored in the evenings at home’
• ‘I cant afford to get out every night’
• ‘Mum doesn’t think I can do it’

What We Did About It...

• Email address and blogs for clients
  – to have their say about all aspects of their centre
    by committee
  – to showcase their work

• Introductory 6 week course to online safety
  and privacy

• Working with other organisations
  – (E.g. Suffolk Hate Crime Service)
What We Did About It...

- In-house course on setting up social media with a focus on security and privacy settings
- Developing unit qualification in partnership with Gateway Qualifications (formerly OCN Eastern region)
- Introducing self directed E-Learning using My Guide

Of Course There Are Barriers...

- A shift in the power balance between service providers/funders and client
- Parental concern of perceived risk, preventing people using their skills in their home
- Clients not feeling empowered to speak up and challenge those who stood in their way
- Cost

Removing The Barriers

- Learning, learning and more learning!
  - Driven by our clients desire to connect with their friends and being included in the digital world
- Conversation, inclusion and discussion has been a valuable tool in removing barriers
  - When everyone understands what is happening there is less fear of the unknown
- Quantifiable and measurable approaches
  - e.g. qualification courses for learners and training for
The World Moves On…

• Organisations used to have PCs that clients used to access the internet
  – Easily monitored

• Now clients have their own tablets and smartphones with 3G
  – Not easy to monitor

Developing The Project

• Up-to-date devices and a new E-safety course
  – Written by Gateway Qualifications

• Pilots for parent and carers evenings to provide learning, clients and staff have been running training together

Where Next?

“\textit{I know with absolute certainty that the answer to this lays with each and every person that I support on a daily basis, that we must not be fearful, but embrace our shared digital journey}”

Philip Vaughan-Williams
November 2014
Katy Bessent and Michelle McDermott, Members of the Voice and Community Reference Group, Foundation for People with Learning Disabilities

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

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Social networking and staying safe online

Katy Bessent
Michelle McDermott

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The hate crime, bullying and harassment project

- The Foundation for People with Learning Disabilities (FPLD) and Lemos and Crane worked together on a project about bullying, hate crime and harassment of people with learning disabilities

- A reference group of people with learning disabilities helped the Foundation and Lemos and Crane to think about this work
Aims of the project

There were two parts to the project:

1. Research into the experiences of people with learning disabilities of hate crime, bullying and harassment

2. Looking at how we can prevent people with learning disabilities from experiencing hate crime, bullying and harassment in the future

Resources from the project

- Lemos and Crane wrote the Loneliness and Cruelty report (2012). FPLD and the reference group helped with this

- FPLD with the reference group wrote two easy read guides on ‘Staying Safe on Social Media and Online’ and ‘Staying Safe Out and About’

- FPLD ran a campaign to improve the way people with learning disabilities are shown in the media

Staying Safe on social media and online

The reference group and FPLD met to talk about some of the ways we could help stop hate crime, bullying and harassment towards people with learning disabilities

A lot of people with learning disabilities have experienced abuse on social media websites like Twitter and Facebook

Some people feel too scared to use these websites as they are worried about their safety or about being abused

We chose to write an easy read guide to using some of the most common websites like Twitter, Email and Facebook to show people how they can stay safe
Our key messages about using social media and the internet

1. Information is really important for people with learning disabilities and those who support them. It's good to know about:
   - Privacy settings
   - How the sites work
   - Who can access your information
   - What problems there might be
   - Passwords

2. Having support to use social media helps to keep people safe. Knowing what to do if things go wrong and having someone to ask for help is important

3. Knowing who to connect with online is important. Websites like Skype, Twitter and Facebook all have different ways of connecting with people. It's important to know who you should be 'friends' with on these sites

4. Knowing about viruses and scams is important to keep people safe. Having good anti-virus software will help
Our key messages about using social media and the internet

5. Knowing the difference between using social media for your job and using social media for your personal life is important

What we would like in the future:

a. Social media is seen as a way of keeping people safe because they are connected to others

b. Courses are run in schools, colleges and community centres on how to safely use social media

c. Support staff learn how to use social media and use this to help the people they support e.g. to talk to their friends, speak up about what’s important to them

d. Family carers know about the benefits of social media and how they can help to make sure it is used safely

e. More accessible information to support people with learning disabilities to safely use social media. People know about the Staying Safe on social media and online guide and use it to keep safe.

(This can be found on FPLDs website)
www.learningdisabilities.org.uk/hatecrime
Our experiences of social media

Katy Bessent

Michelle McDermott

Foundation for People with Learning Disabilities

The Foundation for People with Learning Disabilities promotes the rights, quality of life and opportunities of people with learning disabilities and their families. We do this by working with people with learning disabilities, their families and those who support them to:

- Do research and develop projects that promote social inclusion and citizenship
- Support local communities and services to include people with learning disabilities
- Make practical improvements in services for people with learning disabilities
- Spread knowledge and information.

For more information contact us on:
bd@fpld.org.uk
0207 803 1100

For more information on this work see
www.learningdisabilities.org.uk/hatecrime

Break

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience
BUILDING FINANCIAL CAPABILITY AND RESILIENCE

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

Gerard Lemos,
Partner,
Lemos&Crane

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

Building financial capability and resilience

93% of people interviewed had experienced some form of harassment, abuse or related crime in the community
“I think people go into relationships with me because I am vulnerable and they think they can get away with things.”

Building financial capability and resilience

Research phase

“[I have a] money bank account. I don’t know what it’s called.”

- Baseline questionnaire

- Relationships hugely significant
- Money a short-term, routine experience
- No concept of price
- Future planning
- Lack of confidence
- Low aspirations
- Clear priorities for good quality of life
Kristina Leonnet,
Project Manager,
Quaker Social Action

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

Made of Money

Image Sebastien Braun

Lemos&Crane

Action Against Cruelty

QSA

Image Sebastien Braun

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Made of Money
an award winning financial education project
run by east London charity Quaker Social Action

Made of Money
Futureproof
Skint!
Moneytalk Bournemouth

Made of Money Parent Workshops
Our beliefs about financial literacy...

- Need to take into account the whole family: children, carers, parents, extended family, partnerships
- Support changes in behaviours and attitudes, not just teach new skills
- Need to give people room to reflect, talk, express emotions around money and the pressures they face
- Need to look not just at money skills: budgeting, debt, saving, but also looking at the 'credit' culture, advertising, branding, peer pressure, communication, emotions
Some key impacts from our work with parents:

- 96% felt greater control over their finances
- 99% were making active changes, such as keeping a spending diary, budgeting, or saving money
- 94% felt less stressed / anxious about money
- 92% said their conversations around money had improved
- 84% felt more confident dealing with banks and businesses
- 98% share what they learnt with family and friends
- 93% of people were better off financially after coming to a course, with 44% over £10 a week better off
What are its credentials?

Made of Money has rigorous evaluation to show its impact on parents:

• Parents are more in control of their money
• More confident about dealing with money issues
• Have better communication in and outside the home around money

- Made of Money won a Centre for Social Justice Award 2011
- New Philanthropy Capital has recognised it as an “innovative approach” to financial literacy
- QSA won a CAF Charity Award for ‘Made of Money’

Made of Money

020 8983 5043
madeofmoney@qsa.org.uk
www.quakersocialaction.com/madeofmoney

Rick Jensen,
Project Coordinator: ‘Quids In’,
The Camden Society

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience
Origins

- Based on *Made of Money* by QSA
- People with disabilities rarely have control:
  - Are often taken advantage of
  - Have a severe lack of basic education around money
Focus group outcomes

- Little understanding of basic values
- Literacy
- Reliant on benefits
- Differences in age groups
- Modest or highly unrealistic ambitions
The Course

• Addresses mostly the same issues as Made of Money
• More focus on safety/abuse
• More focus on understanding values
• Developing a one to one model

SPIRITUALITY AND EMOTIONAL WELL-BEING

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

John Coleby, Director, St Joseph’s Pastoral Centre

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience
Caritas St Joseph’s

Working with people with learning disabilities

- Values
- Background
- Approach

Values
- Dignity of the Human Person
- Community of welcome and Belonging
- Love expressed in Friendship and personal commitment
- Creativity which both challenges and lifts the spirit
Why?

• Motivation?
• Triggers?

How?

• Relationships
• Listening
• Recognition
• Training
• Learning
• Awareness raising
What?

- Family Support
- Worship
- Teaching - Awareness raising
- Life Long Learning
- Spirituality
Where?

- Parish and local Communities
- Schools
- Life Long learning Centre Hendon
- Satellite Centres

Spirituality

- SPRED
- L’Arche
- Foundation for People with Learning Disabilities
- John Swinton
- Kairos Forum
Building relationships

• Within family and community
• With friends
• With local community and work
• With oneself: self-esteem
• With one’s world
• With God

Enriching My Life

• Who am I?
• Why am I alive?
• What can I do?
• Who do I share my life with?
• What is love? Where do I find it?
• Knowing and Feeling the Holy One Amongst Us.
The Future

- Journey
- Solidarity
- No ‘us and them’ only ‘us’
Meeting spiritual aspirations of adults with learning disabilities

• Practitioner action research group
• Research role and value of spirituality and faith for service users
• Development and dissemination of practical guidance and resources

Meeting spiritual aspirations of adults with learning disabilities

• Initial meeting 15 January 2015
• SarahF@lemosandcrane.co.uk

LUNCH

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience
NATURE AND THE ENVIRONMENT FOR WELL-BEING

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

Sarah Vaughan-Roberts, Project Manager, Forty Hall Community Vineyard Ltd

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience
CREATIVITY AND THE ARTS

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience

Natalie Chivers,
Community Projects Manager,
London Symphony Orchestra
LSO Create

LSO Discovery programme for adults with learning disabilities and their carers

Overview

• LSO performs over 60 concerts per year at the Barbican Centre in London

• Regularly tour Europe, the US and other places such as India, and Australia

• They do a lot of recording for films such as ‘Star Wars’, ‘Harry Potter’, ‘Superman’, ‘James Bond’ and a lot more

LSO Discovery

LSO Discovery runs hundreds of projects and events every year away from the main concert platform

• Children in hospitals and nurseries
• School children (including special schools)
• Young musicians of any standard
• Families
• Adults with learning disabilities
• Music students & Composers
LSO Create

Four areas:
- **Monday Club** at LSO St Luke’s
- **Intensive project** resulting in a performance
- **Outreach Visits**
- **Concert opportunities** for participants as audience members

**Monday Club**

- Takes place 10 times a year
- For regular members and new people
- Mix of individual members and day centres
- At Monday Club, participants are given lunch and a chance to socialise

Music leaders and LSO musicians help the participants:
- **Create their own music based on LSO concert programmes**
- Learn new instruments
- Lead and follow and make their own decisions
- Think about turn-taking and silences
Monday Club

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Monday Club
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Monday Club
Intensive Project

• Chance for a small group of participants to perform their work
• Performances usually held at:
  – LSO St Luke’s
  – The Barbican Centre foyer before LSO Concerts
• Often cross-arts, so music and dance, or music and drawing
June 2014 concert: Rites of Passage

- First time the group have played with the whole string section of orchestra
- First time they have played on the Barbican stage
- The participants created their own piece ‘Unease’ with composer Howard Moody
Challenges so far

- Space of building
- Capacity
- Ability to reach everyone as much as possible
- Challenges of working with participants with profound and multiple learning disabilities
From 2014 onwards
Funding from City Bridge Trust enabled us to continue and expand the programme!

The Monday Club has helped Dina to control many of her autistic mannerisms; she can now keep calm and quiet, while taking part playing her cello. Dina is now taking notice and being a lot calmer. It is a pleasure now to take her out to shows. The Monday Club can give a carer ideas on calming down someone in a 'tantrum' and I thank you all for some of my ideas with Dina. I sometimes play a CD of one of our concerts - Dina then talks to me about what we did and what happened; this makes her focus on 'our' music instead.

Thank you to all who help us. You all help to make life easier and more enjoyable. Please, please be doing what you do for us for a long, long time to come.

Funding will enable us to...

• Continue doing what we’re already doing
• Offer more opportunities for LSO Create existing members and new participants across the country
• Develop new partnership with Drake Music and other organisations
• Begin a new series of visits to daycentres and residential settings

Coming to LSO events

"Many disabled people are excluded from experiencing arts and culture due to the barriers society places on them"
- Understanding Disabled People as Audiences 2012-13, Shape, August 2013

• New series of LSO Open Rehearsals for participants around the country
• All free Friday Lunchtime Concerts at LSO St Luke’s have been publicised to adults with learning disabilities throughout the country
• Three creative music-making sessions per year are offered to wider group, following these events
Outreach visits
• A series of visits to up to 8 centres tailored to meet the needs of each setting
• Each setting will meet with LSO musicians and management to plan together
• Service-users will be encouraged to be part of the process
  – Creative music making
  – Learning instruments
  – Further work with PMLD participants
  – Piggy-backing on their existing work – i.e. summer concerts

Future considerations/our learning
• More activity will be participant led:
  • Focus groups
  • Portfolios
  • Reflection and feedback
• Developing knowledge and awareness of our colleagues and/or venues
• How to consider our space more and make everything more accessible

THERE IS A HUGE NEED FOR MORE!
Thank you

To all the wonderful carers and participants

Mark Williams,
Artistic Director and CEO,
and
Mark Burgess,
Vice-Chair,
Heart n Soul

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience
We believe in the power of people with learning disabilities.

Fun
Kind
High Quality
Authentic

We want to make a more fun, open, creative and equal world for everyone. Our vision is of people with learning disabilities living full and equal lives with independence, freedom and pride.

Experimental
Innovative
Adaptable
With Integrity
Paul Richards, 
Director, 
Stay Up Late

Adults with learning disabilities living in the community: combating isolation and supporting well-being and resilience
1.8M people in UK with learning disabilities
47% - spend most time at home
51% - say they feel lonely
64% - don’t see their friends
‘Company is most important factor in reducing risk of dying’

Gig Buddies

“The most terrible poverty is loneliness, and the feeling of being unloved”
We value your feedback
Please leave completed feedback forms on your table or return to a member of staff.
Thank you.