



Torbay Learning Disability Partnership Board

Minutes of meeting

30th January 2025



People at the meeting.

Neil Harvey, Mike Fuller, Lorraine Tall, Tracie Grey, Mark Dale, Suzanne Robinson, Nigel Williams, Cathy Williams, Jo Williams, Councillor Hayley Tranter, Councillor David Thomas, Alex Howarth, Correna Farrell, Councillor Mayor Hannah Stevens, PC Kate Marks, Kevin Helmore, Helen Burns, Pam Forrester, Katy Heard, Wendy Sutton, Paul Northcott. Jo Morgan. Debbie Wilding. Diane from DWP.

Apologies

Sharon O'Reilly, Adam Russell, Carol Grey, Stuart Evans.



Presentations were made to Neil Harvey who stood down as the Co-chair of the Board.

Presentations were also made to Jo and Cathy Williams who are retiring.



Minutes of last meeting

The minutes were read and one change made because Helen Burn was not at the meeting.

Everything else was ok.



There was one action about Bus passes.

Hayley said this was complicated so it should stay on the agenda.



Carers update

Carers asked about the plans for devolution and if the plans would be bad for Carers. Councillor Thomas said there would be more meetings, and more information will be available.



The Carers said that the Changing Places Toilet in Paignton is closed. The Carers also asked about the parking space for people using the toilet.



Jo Williams said she would ask Healthmatic.

The Carers would like more information about Day services and the things that services can charge for.



Nigel will talk to Kevin about this.

Katy was thanked for the successful Carers Day.



Making beaches accessible



Karen told the meeting about plans to make the beaches more accessible for everyone. Mencap talked about an accessible beach hut. Correna said that Hollacombe have some beach buggies which people can use.

The Ambassadors will meet with Karen and Nigel to share their ideas.



Job Centres

The Ambassadors asked Diane to answer some questions about Job Centres.

Q1. The online Journal is really difficult for people with learning disabilities. Why are there no reasonable adjustments made and why is the Accessible Information Standard ignored.



Diane said the journal is a way to communicate. It is used by jobcentre staff and contact centres for payments. It can also be used to reply or ask questions. There are other communication methods include phone, face-to-face, and email. It is important to tell your work coach about your preferred way to communicate. It is important not to miss any "To Dos" in your account, as they could affect payments. If it is very difficult to manage Universal Credit having an appointee might help. It is important to ask if you need the journal explained.



Q2. Lots of people need someone to do the Journal for them, how is this helping people to be independent if people do not have help?



The journal is accessible to all Universal Credit customers. We like feedback and suggestions on how we can improve our services. Promoting independence is crucial, and any ideas you can provide will be greatly appreciated.



You are welcome to visit the Jobcentre; but the work coaches have appointments, and front-of-house staff may be busy depending on the number of visitors at the time. It is better to contact us and arrange an appointment so that we can arrange a meeting time. For customers with health conditions or disabilities who are thinking about a job, you can talk to a Disability Employment Advisor at the Jobcentre.

If you are having difficulties managing your Universal Credit without assistance, please talk to us.

We try not to use sanctions so if you change your phone number or email address, please tell us quickly. It is important to regularly check your Universal Credit account to see if you need to do anything.



We understand that some of our letters are complicated, and this is because certain legal information must be included.

Q3. What training do staff have about disabilities and learning disabilities?



Staff receive training on systems, benefits, and customer interactions but lack medical or specific disability training. Disability Employment Advisors have more experience.

Q4. Some people rarely have to go to the Job Centre and other people have to go often. Why?



Support is different for different people. People who are ready for work are seen every week to help them find a job. People with health conditions in the work preparation group are seen quarterly.

People with Limited Capability for Work will be seen occasionally.



If people are worried about going to the job centre, it is good to talk to the staff and let them know.



Universal Credit lets people work flexible hours and is based on how much money you get, not the hours you work.

Q5. There are special quiet spaces for some people but not others; why can't people who need a quiet space use the rooms like other people?



If you need a quiet space, please tell us in advance so we can make arrangements. Also tell us if there is anything extra you need for your appointment.



Many jobs are available online, and there are computers at job centres or libraries that you can use for job searching. We are available to help with job searching; please let us know how we can help.

Q6 – Can the jobs descriptions explain what they want better?



Are there any examples you could share for feedback? Disability Employment Advisors are available at the jobcentre to assist with any work-related issues. They can also provide support to find a job.

Ambassadors Update



The Ambassadors gave an overview of their January report. Since the last meeting they have spent a lot of time celebrating Christmas with parties and thanked everyone who came along.



They thanked PC Kate Marks who worked with this on keeping safe sessions we learnt about, Cuckooing and County Lines, relationships, Keeping safe in the community and online safety and social media.



Nige was thanked for sorting out their laptops which will make things easier for the Ambassadors.



A survey was sent out about day services and replies are coming in we hope it will help people find out more about things happening in the area.



ACTION: a copy of the survey to be sent to Correna.



Nige met with us to discuss The Big Plan, and we will be thinking about the outcomes we need to measure this year.

Lastly, we would like to say a big thank you to Neil for his work as Co-Chair of the Ambassadors. He has done a great job and has made a lot of positive changes. We won't miss him because he is still an Ambassador, but we want to say a big Thank You!

Torbay and Devon Safeguarding Adults Partnership



A presentation was given by Paul Northcott, Chair of Torbay & Devon Safeguarding Adults Partnership. He talked about the structure and aims of the Partnership and how the LDPB can work with Partnership and support where needed. Paul said he would be happy to come back to the LDPB again.

Any other business

The Council Leader Dave Thomas said that it had been a positive morning and is taking away a commitment to enhance and make better decisions.

Councillor Thomas wished Neil, Jo and Cathy all the best for the future.