



Changing Times, Changing Lives

Taking Part Big Conversation Report

31st March 2017

From the period 10th February to 9th March 2017 6 staff members of Taking Part carried out a series of client engagement sessions to obtain responses to Shropshire Council 'The Big Conversation'. These sessions were carried out in a variety of formats to ensure that we got a good representation of people in the best ways that suited them. We took advantage of engaging with a wide range of people – some outside of our original remit – to ensure that as many people could participate. We also posted the link to the Big Conversation on our Taking Part FaceBook page to encourage those that could complete on-line had the opportunity – we know that one of our Moving and Grooving families completed it on-line. We also had access to an easier version of the questions as provided by the 'Making It Real' group so in some circumstances we used this format. **In total, we obtained responses from 164 people.**

Summary Table of response categories:

	Male	Female	Not Given	Prefer Not to say	Total
Mental Health	1	2		2	5
LD CYP	3				3
LD Parent		1			1
LD	57	44	5		106
ASD	1	2			3
Staff (LD related)	3	8			11
Volunteers	11	24			35
Totals	76	81	5	2	164

In this report, we are telling who we have engaged (by groups 1 to 10), how and where possible when and where. We are providing summary statistics and comments where 'The Big Conversation' survey has not been used. Full responses and more information about individual returns can be found on The Big Conversation documents which will be submitted to support this report.

Below please find details of the groups we engaged with along with other relevant information.

Group 1 Mental Health issues x 5 (See MH 1 to 5)

Face to Face various up to 27/2/17

1 Male – 55-64 – SY1/ 1 Female – 55-64 – SY2 /1 Female – 45-54 – SY3/
2 Prefer not to say age or gender SY1

Group 2 Moving and Grooving x 6 (M&G 1 to 6)

Face to Face 11th February 2017

M&G Parent of child with a disability 1 Female – 35-44 – TF12

Children with a disability 3 Male – all under 16 – SY1, SY3 x 2

Staff for M&G Student 1 Male – 16-24 – SY1/ TA 1 Female -55-64 – SY4

Comment:

It's not a Big Conversation if we don't understand –
It's a one sided conversation

Should be just 1 question on Health for the most
vulnerable

Group 3 Escape – Social nights for people with learning disabilities

The Buttermarket 15th February 2017 x 10 – clients mix of Telford & Shropshire residents but all use Shropshire services of some type; 3 staff

Clients

1 Male – 25-34 – TF4/1 Male – 45-54 – SY2/1 Male - 25-34 - SY5/
1 Male – 25-34 – SY2/ 1 Female – 25-34 – SY2/ 1 Female – 25-34 – SY3/
1 Female – 55-64 – SY2/1 Female – 38 – SY5/1 Female – 23 – TF9/1
Female – 59 – SY4

Staff

1 Male – 25-34 – TF4/1 Male – 35-44 – SY3/ 1 Female – 25-34 – SY3

The Hive 1st March 2017 x 10 – all clients mix of Telford & Shropshire residents but all use Shropshire services of some type

5 clients did not give E&D Data

1 Female – 27 – SY3 / 1 Male – 35-44 – Shropshire/ 1 Male – 25 -SY4/
1 Male – 22 – TF10/ 1 Male – 20 – Telford

Group 4 Autism Hub x 3 Louise House

Face to Face 23rd February 2017 – all clients

1 Female – 25-34 -SY3 /1 Female – 35-44 – NK/1 Male – 25-34 – SY2

Comments:

I Can't fill it in – I have a learning disability and can't understand it

Client did not want support to complete it

Group 5 Learning Disabilities x 14 and support staff x 5 in Market Drayton day opportunities – Wayfarers TF9 3AH

Face to Face Group exercise 9th March 2017

7 Male – 40-49/7 Female – 40-49

All clients with learning disabilities and are White British

5 Female staff – 40-49 - all white British

Big Conversation and E&D forms not completed as not appropriate or suitable for these clients.

Feedback and comments from group discussion as follows:-

Community:

General opinion was that 'we don't like cutting money!' The group felt that they had lost opportunities to meet up with their friends in other Towns due to the closure of some services across the county. Many of them used to go to services in Shrewsbury and had built up a network of connections and friends but they have lost these as the services have declined. They were also concerned that lack of funding had led to local charitable services closing (OSCA was mentioned!) and that they no longer had much contact with Taking Part.

The service users clearly access the community facilities in Market Drayton and Whitchurch on a regular basis. The common activities were going to the library, going to Market Drayton Festival Centre and going out to the pub. They go shopping when they attend Wayfarers and they all like to meet other people and socialise.

Some of the service users regularly use public transport routes (bus service) including the town circular services and services to Shrewsbury.

If they need information about events and activities locally they use the information points at the local libraries, they pick up leaflets from the Festival Centre (MD) and the Civic Centre (Whitchurch).

1 of the service users present uses the computer to find out any information he needs. He is a very keen historian and spends a lot of time researching local history.

Generally, it was felt that lines of communication between the service at Wayfarers and the local authority were not good. The majority of those questioned would prefer information leaflets etc to be presented in an easy read format with more pictures and less words. There are 'too many words'.

Many of the service users present volunteer themselves at various places in the Town. 1 person volunteers on 2 days a week at the Festival Centre, 3 individuals volunteer in the coffee shop at Raven House, 1 volunteers at the library and 2 people volunteer at Fordhall Farm. 1 person used to volunteer at Wilkos in Market Drayton but they had to finish there as their support finished and 1 person used to work in Boots in MD.

We had 1 individual who is very interested in local politics and he used to go to local council meetings with his mum (who was a councillor). He would take note of issues being discussed and make a positive contribution to the meetings.

The group appear to be very engaged with their local community and collectively give Shropshire a very positive 'thumbs up' as a place to live. The main issues they have relate to the information produced about activities across the county not being presented in easy read format. When asked what they would do in their local community to make it a better place to live (if they had a great big bag of money to spend!) they suggested that they would like to bring the railway station back to Market Drayton because it's very difficult to get about by bus and 1 person said that they would like to set up a drama group locally.

Health:

Activities: some of the male service users attend the local gym regularly and this facility is being opened up to the female service users soon. This facility has been offered by the gym owners and time is set aside for There is a walking group who go out on a walk once per week, but on other days the service users will go for a stroll into the town to have a coffee and do a bit of shopping. This is an inclusive activity for all the service users as they stop and have a coffee and a rest.

A few people said that they had been to Market Drayton swimming pool but overall everyone was unsure of accessibility for more disabled individuals. The building itself is accessible and there is a hoist to get people in and out of the pool but, to the best of their knowledge, there are no other facilities available, e.g. to aid an individual from their wheelchair to the hoist. None of the service users or staff knew if the swimming pool had disabled only swimming sessions.

Healthy eating: the group are very aware of the principles of healthy eating and they appear to eat well. They get information about food from the staff but they agreed that they would like more information from the local authority about healthy eating and good/bad foods.

Wayfarers runs a group cooking session twice per week where the service users decide on the menu for the day, go to Morrisons to buy the ingredients, bring it back to the centre, cook it, eat it and then clean up the kitchen. These are very popular activities and a good opportunity for individuals to learn new skills. 3 of the service users live in supported living accommodation so they are able to use these skills for themselves at home. The service users take their own lunch into Wayfarers (unless they are in the shop and cook group) and on a Friday they have fish and chips from the local fish shop.

1 of the service users has his food delivered from Farm Foods – which are ready made meals containing lots of vegetables etc.

Local services: there appears to be quite a lot of bad feeling about the local GP services in both Market Drayton and Whitchurch. One of the surgeries in Whitchurch has closed down altogether and patients have been transferred to an alternate service but this is proving to be a big problem for some people. A recent example given was that 1 of the service users wanted to see a particular GP and was told that there would be a 5 week wait for an appointment. If the local services are so difficult to access and with the major hospitals being so far away, people are concerned for their safety and welfare.

The Market Drayton practice did not come in for as much criticism although it was mentioned that appointments are very hard to get, particularly on the day.

Economy

One of the service users would like faster broadband speeds in Market Drayton. He spends a lot of time on his computer and finds it frustrating when his online searches take a long time.

The main issue discussed under this heading was around transport links between Whitchurch and Market Drayton. There is only a bus service between these towns on 1 day per week (a Wednesday I think!) so Whitchurch residents are unable to get to the weekly Mencap meetings which are held in Market Drayton on a Saturday. The group were quite annoyed that Mencap have moved into a new build facility that is excellent, but half of them are unable to get to the meetings. The bus services are a big issue for this group and they would like money to be invested in improving them.

The introduction of a railway line and station to Market Drayton was mentioned here as well.

The service users at Wayfarers are a very active community when it comes to raising money for their own comfort fund. They have recently completed a sponsored row of the length of the River Severn using rowing machines provided by the local gym. This activity raised over £350. They often have fairs, raffles and receive donations which contribute to them going out on trips together.

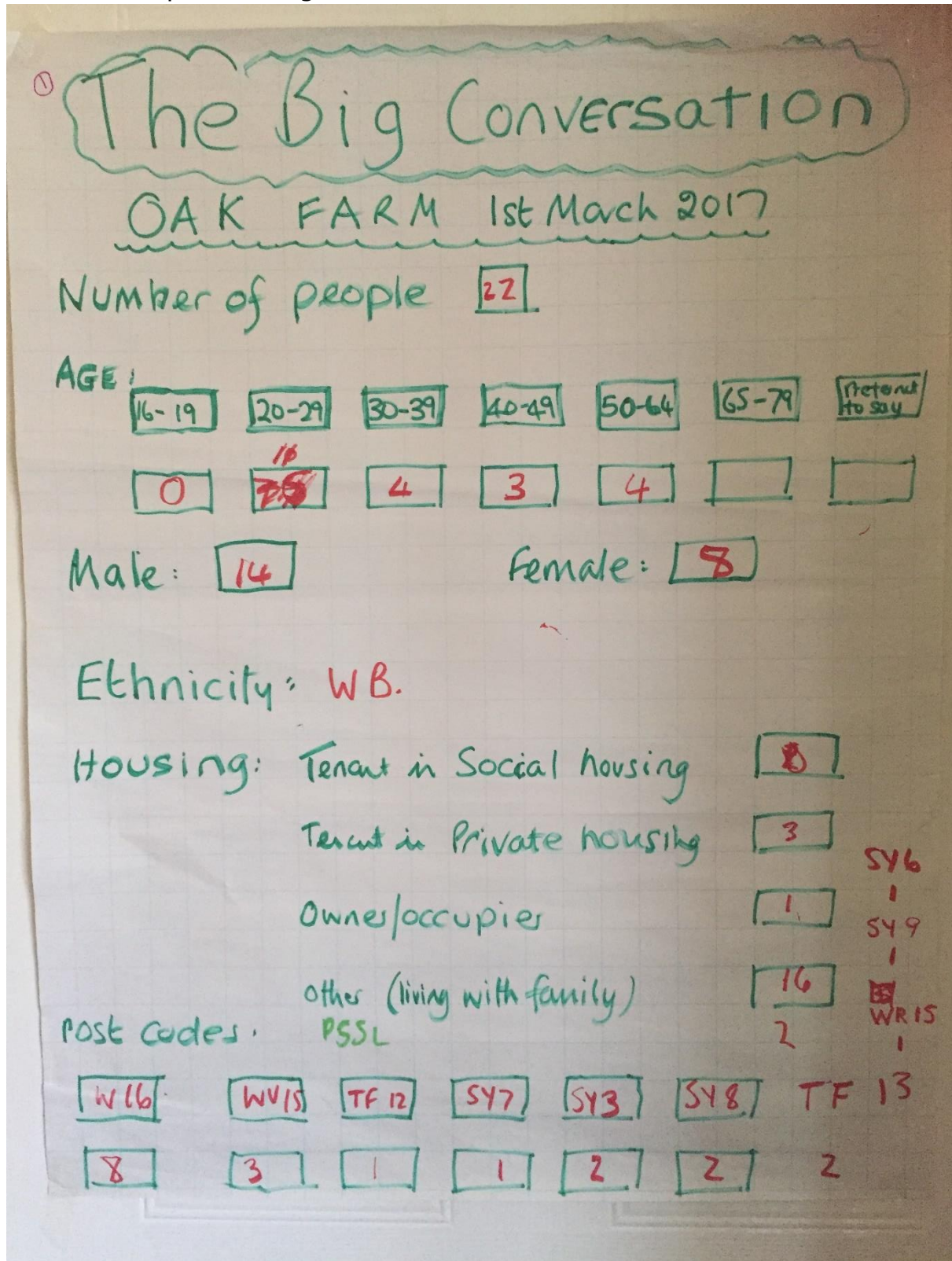
Group 6 Learning Disabilities x 22 at Oak Farm WV16

Face to Face Group Session 1st March 2017

11 x 20-29/4 x 30-39/3 x 40-49/4 x 50-64

14 Males and 8 Females

Oak Farm Flip Chart Pages 1 to 4



Q1. ² Have you heard of the Big Conversation?

Yes

No

22

If yes - have you been involved before

Q2 Do you use a computer?

Yes

10

No

12

Would you be able to answer the Council questions on the computer/inter

Yes

1
UNABLE

No

21

Q3 What activities do you go to in the community

Football, spinning, zumba, darts walking Bingo
youth Club (Council), swimming, Mancap Gateway.
Club zooo, cycling, horse riding, rock climbing
sports village - streambank fishing, gardening

Q4 Is there something you would like to do but is not available

Going on holiday
Arcology, Trampoline, Tap dancing

Q5. ³ * See last question
Have you seen any changes or cuts to services

Yes 6 No 18

Q6 Do you have a healthy lifestyle

We sometimes forget

Do you eat healthy food 22

We need reminders to keep reminding people

What exercises do you do?

Walking for health, Dance fit. Gym
Swimming, cycling. - physical work
on the farm, horse riding, football
Zumba, spinning, gardening. Salsa.

Q7 What stops you from taking part in things that could keep you healthy?

Public transport. Lack of transport in rural
Sutt Shopping to take part in things.

Having a holiday for my well being. Some
people do not have the opportunity to have a holiday.

Q8 Do you have a job or voluntary job

Yes 3 7 No 8

④

Things better with Belkpage.

Q9. Is there something you are not happy with.

(housing; benefits; gaining skills; having enough money to pay bills)

Funding for courses - The colleges don't do it now - people want want courses on - management money, health, reading, sums. TRANSPORT - we do not have any public transport.

Q10 Would you pay for some of things you get for free - eg. leisure centres, libraries, care/support services, bus fares

Limited income - Depends on amount

Leisure	Yes		No	
Libraries	Yes		No	22.
Care/support	Yes	1	No	
Bus fares	Yes		No	22

Not needed.

If we had to pay we would lose our independence as we could not afford it

Q11 Anything Else you want to tell the Council

It is good to have the tea rooms up + running
 CWT people seem to be good p'ship. We tidy their garden. P'ship workers better
 CWT + term -... No decrease.

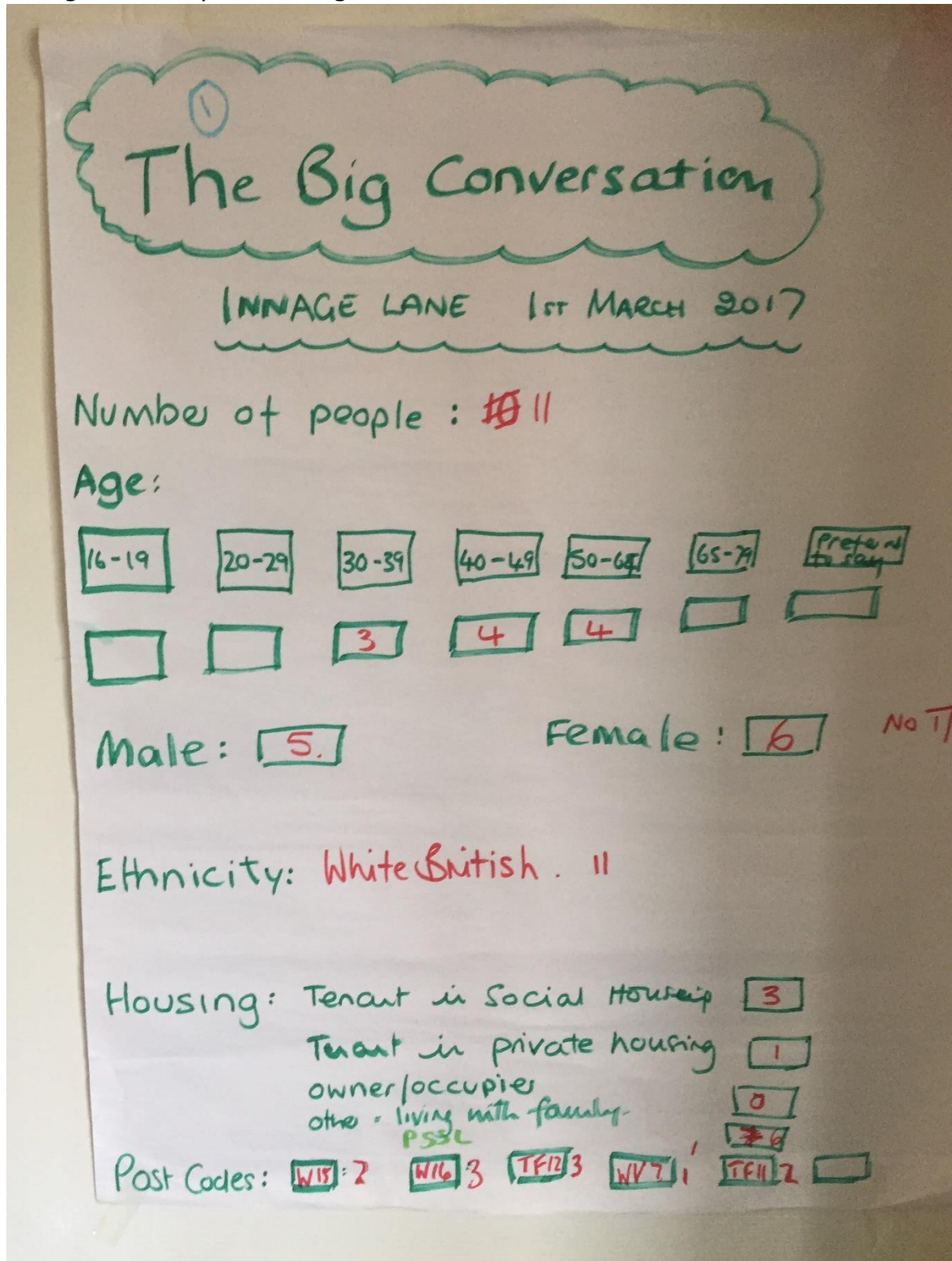
Group 7 Learning Disabilities x 11 at Innage Lane WV16

Face to Face Group Session 1st March 2017

11 x 20-29/3 x 30-39/4 x 40-49/4 x 50-64

5 Males and 6 Females

Innage Lane Flip Chart Pages 1 to 4



Q1: ² Have you heard of the
BIG CONVERSATION ?

Yes

No

If yes - have you been involved before

N/A

Q2 Do you use a computer ?

Yes 1

No 10

Would you be able to answer the
Council questions on the computer / internet

Yes 1
with support

No 10

Q3 What activities do you go to in the
community

Theatre Severn, Grand Wolverhampton, Boccia
Bridgnorth Musical Society BMS, Sports Village Shrewsbury
Walking
Library, Mencap Gateway, ACCESS COMMUNITY ACTIVITY
Church Activities - Crafts, singing, Pantomime.

Q4 Is there an activity you would like to
do but is not available

Swimming at Leisure Centre Beaver Club (Bat)
2nd Chance / College - BK, Loss - it was used a lot

Q5 ³ Have you seen any changes or cuts to services?

YES || No

Loss of staff who support us, - especially on drives - this means our day is shortened and we can't do the things we used to do and still want to

Q6 Do you have a healthy lifestyle?

Do you eat well Yes || (on the whole)

What exercise do you do?

Walking Group

Seated Exercise in Image Lane

1 lady
ex. Diabetic
thru diet
lane

Some of us have limited ability.

* Funding (Lack of) means people do not get the support to do exercise.

Q7 What stops you from taking part in things that could keep you healthy?

Financial

At home we do not always do things.

Lack of Staff

Constraints on home life. Just T.V.

Q8 Do you have a job/volunteer?

1 person has a paid job + vol job at Toddler Group

Q9 4 Is there something you are not happy with - (housing, benefits, learning new skills, having enough money to pay your bills)

Assessment for Benefits - caused huge amount of stress & financial problems. - leads to family upset. loss of 2nd chance
 Still find it increasingly difficult to find & access suitable activities.

Q10 Would you pay for some of things you do/get for free - eg. leisure centres, libraries, care/support services, bus fares.

Leisure	Yes	11	No	-
Libraries	Yes	?	No	?
Care/support	Yes	6	No	5
Bus fares	Yes	2	No	9

Not allowed TV/DVD - Access cinema in Streets. - Will pay Curtail number of Journeys!

Q11 Is there anything you want to tell the Council.

Hard question to answer. - LIMITED OPENING POP REGISTRY OFFICE!
 In Bridgworth we have lost so much
 - no council office - WE DO NOT WHAT IS AVAILABLE - NO INFO CARE NO CAB.

Group 8 Learning Disabled Clients throughout Shropshire who all have Volunteer Citizen Advocates x 11

Face to Face or telephone

1 Male – 25-35 – SY13/1 Male – 55-64 – SY11/1 Male – 55-64 – TF13
1 Female – 25-34 – SY8/1 Female – 35-44/1 Female – 35-44 – TF9/1
Female – 45-54 – SY8/2 Female – 55-64 – SY11/1 Female – 55-64/1
Female -65-74/1 Female – 65-74 – SY11

Group 9 Volunteer Citizen Advocates throughout Shropshire who all work with people who have learning difficulties x 35

Face to Face or via telephone or via postal return

11 Males - 2 Males 25-34 - TF13 & WV16/2 Males – 35-44-SY9 & WV16/3
Males – 45-54 – SY4 & SY10 & DT14/2 Males - 55-64 – SY11 & WV16/2
Males -65-74 – SY8 & WV15
24 Females – 2 Females 25-34 – DY14 & WV16/6 Females – 35-44 – SY4
& SY11 & WV16/2 Females – 45-54 – SY1 & DY14/6 Females – 55-64 –
TF9 & SY6 & SY11 & SY15 & WV16/6 Females – 65-74 – TF9 & SY2 & SY3
& SY11 & WV15 & WV16/1 Female – Over 75 – WV16

Group 10 Sessions Facilitated by Fiona Williams – see separate report for full details and feedback x 29

Students with LD from Derwen SY11 – Face to Face x 3

1 Female, 2 Male – 20-29 – all White British

Experts by Experience with LD – Face to Face Group Session x 11

4 Male, 7 Female – all White British

Clients with LD from North Shropshire Day Opportunities – Face to Face Group Session x 14; 1 staff

14 Male, 1 Female staff support – All White British

