The Big Plan

easy read version

2009 to 2012

Sabrina Thormille Noreddine El-Alaoui Habib Ali Stephen Band
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A big welcome

We are delighted to welcome you to our second Big Plan for people with learning disabilities and family carers in Westminster.

Since we launched our first Big Plan in 2005 we have worked hard together on our 8 big ideas to make Valuing People real for people with learning disabilities and family carers.

Due to everyone’s hard work we have made real progress. More people are living their lives the way they want to, more people are living here in Westminster, and more people are having a say.

The Big Plan says what more we want to do over the next 3 years. The Big Plan is about respect for people’s rights - a right to equal access to services and a right to be included in the local community.

We invite everyone to work with us to ensure that people with learning disabilities get the same rights as everyone else and have the opportunity to live as full members of their communities.

Cath Attlee
Co-chair
Partnership Board

Stephen Band
Co-chair
Partnership Board
In partnership with and for people with learning disabilities and family carers

“We will only have achieved our vision for Westminster as the best place to live and work in when we have achieved the vision of the Big Plan 2009-2012. The Council and our partners will be working with the Learning Disability Partnership Board to make sure this vision becomes a reality.”

Mike More  
Chief Executive, Westminster City Council

“We will work jointly with the Partnership Board to make sure all local health services work better for people with learning disabilities and family carers so that they can have greater control of their health and well-being.”

Michael Scott  
Chief Executive, NHS Westminster

“We will support people to do the things that they want to do during the day, in the evenings and weekends. We will help people with learning disabilities to be full and active members of their communities and give them choice and control over the services they use.”

Marian Harrington  
Strategic Director of Adult and Community Services  
Westminster City Council
“People with learning disabilities need to be able to use public transport to get out and about just like everyone else. We will try hard to make transport better for everyone in Westminster. We have improved transport providers’ awareness of how people find it hard when journeys are changed without them knowing. This can upset their routines.”

Martin Low
Director of Transportation, Westminster City Council

“People with learning disabilities have a right to the same housing options as other people. We will work in partnership to ensure that people with learning disabilities have the same opportunities and choices as everyone else.”

Rosemary Westbrook
Director of Housing, Westminster City Council

“We take disability hate crime and unfairness very seriously and we will work in partnership to make Westminster a safer place to live for everyone.”

Dean Ingledew
Director of Community Protection, Westminster City Council

“We are committed to working with the Learning Disability Partnership Board and partner agencies to ensure that transition planning follows a person centred approach, so that parents and young learning disabled people are included and supported to achieve the same things in life as other people.”

Michael O’Connor
Strategic Director for Children and young People
Westminster City Council
An introduction to our second Big Plan

We wrote the first Big Plan to make things better for people with learning disabilities and their families – and some things have got better.

We have written a new Big Plan because we need to do more - so that people with learning disabilities can have the same opportunities in life as other people.

There are 8 big things that we want to happen. This new Big Plan says what these things are and what we are going to do to make them happen.

We asked people with learning disabilities, family carers and staff what they thought we needed to do. We have put what they said in sections called "What You Told Us".

We are going to do what people said, where we can and where this will make a difference.

The Partnership Board will check to see if things are getting better. They will tell people if they are, so everyone will know how well we are doing.
The 8 big things we want to happen are about:

Including everyone

Having real choice and control in our lives

Having a home I can call my own

What people do during the day

Better health

Making transition a positive experience

Being part of my community

Partnership with families
The Big Plan is an important plan for everyone in Westminster. But there are other important plans too.

The Government wrote an important plan called Valuing People. This said what needed to happen so that people with learning disabilities could have the same chances in life as everyone else.

The Government says that things have got better for some people but not for everyone. It says that people with complex support needs must not get left behind.

There have been changes in the law and other plans which say that everyone must take the needs of people with learning disabilities more seriously.

In Westminster there are plans which are trying to make things better for everyone, so that everyone can have a better quality of life.

The Big Plan is part of all these other plans. We need to tell everyone in Westminster about The Big Plan so that they can help us make it happen.
The Big Plan and Valuing People are the key plans for people with learning disabilities and family carers.

But there are lots of other plans.

We need to make sure that all our local plans come together so that they make one picture for people with learning disabilities and family carers.
The Big Plan says that people with learning disabilities should have the same choice and control in their lives as everyone else in Westminster.

At the moment people with learning disabilities do not have the same choice and control as most other people. We can see this from the examples on the page opposite.

One of the ways in which people with learning disabilities and their family carers can have more choice and control over their lives is by having a personal budget.

With a personal budget people choose how to spend the money that is available to meet their needs so they can live their lives the way they want.

We want everyone who qualifies for a personal budget to have one, if they want one, so that they can choose the support services they need for themselves.
Compared with the general population, people with learning disabilities are much less likely to

- go to ordinary classes in an ordinary school
- live on their own or with a partner
- have a paid job
- decide how they spend their money
- get around using public transport
- say what they think about important issues by voting in elections

Many people with learning disabilities say that people are rude to them, or worse, because they have a learning disability.
How we want things to be

The Big Plan is about making things better for people with learning disabilities and their families – so they can have a better quality of life.

These pages show how we want things to be better. The Partnership board will be checking to see that things are getting better.

Including everyone
People who are most at risk of being left out, like people with complex needs or people with lower support needs, will be at the centre of service developments.

Having real choice and control in our lives
People will have the maximum amount of control over how they live their lives through person centred plans, self-directed support and advocacy.

Having a home I can call my own
More people will have tenancies, be living in Westminster, have their own home and be living active lives in their local communities.
What people do during the day
More people will be in real, paid jobs, be doing a college course of choice that leads to a job, and be doing the things they want to do in the day, evening and weekends.

Better health
People will have improved access to mainstream health services and health promotion by receiving a health action plan and an annual health check.

Making transition a positive experience
Every young person will have a person centred plan, receive services through self-directed support and more young people will go to college and get a job.

Being part of my community
People with learning disabilities will be supported to be active citizens, to live and work in their communities in the same way as non-disabled residents.

Partnership with families
Family carers will be expert partners in care, have a strong voice, and be supported better as carers and as individuals.
Some people with learning disabilities have not been benefiting as much as other people from the changes that have been happening.

People with high support needs, people from minority ethnic communities, and people with autism must not get left out.

Our challenge is to make sure that all people with learning disabilities benefit from our plans.

We have set up a service to support people whose behaviour is difficult for people to manage. The service is called the Flexible Response Service.

We have provided training to organisations in Westminster on how to support people who have high support needs better so they do not get left out.

We have looked carefully at our plans to make sure they are fair for everyone with a learning disability.
What you told us

- Too many people with high support needs have to live outside Westminster because they can’t get the support they need in Westminster.

- Local services should provide what is right for people with high support needs.

- People with high support needs need to benefit from personal budgets, just like everyone else.

What we are going to do

- We will build more housing in Westminster for people with complex needs.

- We will work with services to make sure they are following guidelines on good practice when supporting people with complex needs.

- We will develop a plan to support people who have autism but who do not qualify for specialist services.

How you can find out more

www.westminster.gov.uk/wldp/yourrights

John Higgins on 020 7641 7411
Having real choice and control in our lives

People will have the maximum amount of control over how they live their lives through person centred plans, self-directed support and advocacy.

Our challenges

- Many people with learning disabilities have little choice and control over how they live their lives, for example where they live and who supports them.
- We want people to have much more choice and control by having a personal budget based on their person centred plan.
- Our challenge is to support people with learning disabilities and family carers to have a personal budget, where this is what they want, so they can have more control.

Our progress so far

- More people with learning disabilities have a Direct Payment so they can have more choice and control over how they live their lives.
- We have started working in new ways so that everyone will be able to have a Direct Payment or another form of personal budget.
- People with learning disabilities are members of a group which is checking to see that personal budgets are working for everyone.
What you told us

- People with learning disabilities need to have easy to understand information about personal budgets.

- Personal budgets will involve changes for everyone. Staff need to have more training and work in a different way.

- Some people asked whether things would actually be better for people with learning disabilities and for the staff who support them.

What we are going to do

- We will change the way the joint health and social care team works so that it can support people to have more control over their lives with personal budgets.

- We will provide easy to understand information about personal budgets and check that person centred planning is working so that people are in control.

- We will work with advocacy services to have more and better advocacy. We will set up an organisation that is run by people with learning disabilities.

How you can find out more

www.westminster.gov.uk/wldp/yourlife

Janet Lang on 020 7641 7411
Having a home I can call my own

More people will have tenancies, be living in Westminster, have their own home and be living active lives in their local communities

Our challenges

• Some people with learning disabilities have to move away from Westminster because we are unable to meet their needs locally.

• Some people continue to live with their families after an age when other people have left home.

• Our challenge is to support more people to have more choice and control over where they live and who they live with.

Our progress so far

• We have agreed a Housing Strategy with the Housing Department.

• We have opened new flats in Westminster. Some flats have staff on site 24 hours a day. Staff visit other flats to support people to live more independently.

• People with learning disabilities have helped to produce a multi media housing pack. The pack helps people make choices about where they would like to live.
What you told us

- Some people want to live on their own. Some want to live with friends or a partner but with help from support workers they have chosen.

- Encourage people to think about living independently and talk about this in their person centred plans. People should be able to try things out before they decide.

- Make sure that people who live independently are supported properly so that they are able to run their homes and be involved in their local communities.

What we are going to do

- We will develop more housing opportunities for people to live independently in Westminster. These will be a mixture of new housing and converted housing.

- We will ensure that staff talk about housing needs and housing opportunities when they are discussing plans for the future.

- We will support people to move home and live more independently, where they want to, so that we can make the best use of the housing available.

How you can find out more

www.westminster.gov.uk/wldp/yourrights

Cindy Fletcher on 020 7641 3320
What people do during the day

More people will be in real, paid jobs, be doing a college course of choice that leads to a job, and be doing the things they want to do in the day, evening and weekends.

Our challenges

• Very few people with learning disabilities have a paid job even though most people say they would like to have one.

• The courses that people do at college do not prepare people for work. Often people end up doing the same course year after year.

• Our challenge is to support more people to have a paid job and do the things they want to do.

Our progress so far

• More people are doing some kind of work. Some people have a paid job, some go on work experience, and some do voluntary work.

• We have set up a Choosing Staff team. After training, people help to choose the staff who will work with people with learning disabilities.

• We have changed the way our day service works so that now more people are doing the things they want to do in the local community.
What you told us

- We need to do more to help people have paid jobs as there are things that make it difficult for them to get jobs, like the risk of losing their benefits.

- Talk to people about what they want to do from an early age. Work with colleges to create more opportunities for voluntary work and work experience.

- People should have more choice over how they use day services, for example at what times they go and whether they stay in the building.

What we are going to do

- We will change the way we work with day services so that everyone can use their personal budget to get the support they need to do what they want to do.

- We will work with Connexions, colleges and the Council to develop more opportunities to do paid jobs, get work experience and have apprenticeships.

- We will work with organisations so that people have more opportunities to do things in the evenings and at weekends.

How you can find out more

www.westminster.gov.uk/wldp/jobsandlearning

Helen Banham on 020 7641 4196
Better health

People will have improved access to mainstream health services and health promotion by receiving a health action plan and an annual health check.

Our challenges

• People with learning disabilities tend to have poorer health than other residents. They are more likely to be overweight and to have long term health problems.

• Even though they have poorer health they tend to use health services less often, and when they do to have poorer experiences of them.

• Our challenge is to support people with learning disabilities to have better health and to make sure they have better experiences of health services.

Our progress so far

• We have been working with local doctors and nurses to make health services better for people. We have been told we are an example of good practice.

• More people are having a health check every year. And more people have a health action plan to help them stay healthy.

• We have run a course about making healthier choices. People on the course do different kinds of exercises and learn about healthy eating.
What you told us

- Health services need to provide easy to understand information, be more aware of people’s needs, and take these into account when seeing people.

- Family carers and support staff said that they should be allowed to support people when they use health services.

- Some people felt that there needed to be more facilities for assessing and treating people who have mental health problems.

What we are going to do

- We will make sure everyone we work with has a health check and a health action plan, no matter where they live.

- We will work with doctors so that they keep records of people with a learning disability but who are not known to us.

- We will support people with learning disabilities and family carers to train staff in health services about how to work with people with learning disabilities.

How you can find out more

www.westminster.gov.uk/wldp/yourhealth

Stephan Brusch on 020 7150 8046
Making transition a positive experience

Every young person will have a person centred plan, receive services through self-directed support and more young people will go to college and get a job.

Our challenges

- Young people with learning disabilities and their families often feel they have little say when people are making big decisions about their futures.

- Young people with high support needs are most at risk of being left out of decisions about their future.

- Our challenge is to make sure that every young person is supported to make decisions about their future and achieve the same things as other young people.

Our progress so far

- We have set up a transition group. This makes sure that every young person has a plan about what they want to happen when they become an adult.

- All of the organisations who work with young people with learning disabilities have agreed how they should work together to support young people.

- We meet regularly with staff from children’s services, sports and leisure, creative arts, Connexions and the travel training project to improve planning for young people in transition.
Young people with learning disabilities and their families want good communication. It would help if they could talk to the same member of staff.

Families should be able to find out about the different services by visiting them and talking to the staff, for example at an open day.

Families should be told about young people with learning disabilities and their families who have had positive experiences.

We will change the way we work with everyone so that every young person who moves into adult services is offered a personal budget.

We will work with schools and colleges to ensure that every young person has a person centred transition plan based on good information.

We will improve our system for recording information about young people who are moving into adult services so that we can plan better for them.

www.westminster.gov.uk/wldp/yourlife

Janet Lang on 020 7641 7411
Being part of my community

People with learning disabilities will be supported to be active citizens, to live and work in their communities in the same way as non-disabled residents.

Our challenges

- Many people with learning disabilities do not use public transport and many do not feel safe when they are outside.

- Some people with learning disabilities experience ‘hate crime’ – when bad things happen to them just because they have a learning disability.

- Our challenge is to support people with learning disabilities to be full members of their communities and do the things that other people do.

Our progress so far

- We have increased the amount of money we spend on advocacy services to help more people speak up and have more control over their lives.

- We have set up friendship groups where people have been able to learn about having friends. One of the groups is for people with high support needs.

- The training group has provided training for the police and other organisations on how to work better with people with learning disabilities.
What you told us

- We need to do more to help people have more say in their lives. We need to support people to speak up for themselves or to support others to speak up for them.

- We need to work with staff from Transport for London to make transport work better for people with learning disabilities.

- We need to work with the police and the City Guardians so that people feel safer. We should provide easy to understand information on how to stay safe.

What we are going to do

- We will make sure our website is better so that people can find out about what’s going on more easily.

- We will review the travel training project, work with Transport for London, and have more changing facilities across the borough, so people can get about more.

- We will make a keeping safe pack. We will also set up places where people can go to report a hate crime.

How you can find out more

www.westminster.gov.uk/wldp/yourlife

Ann Weekes on 020 7641 7411
Partnership with families
Family carers will be expert partners in care, have a strong voice, and be supported better as carers and as individuals.

Our challenges

- Many family carers are not able to do the things they want to do and many experience their own health problems. A big worry is what will happen in the future.

- Family carers need good information about what support is available. They also need to have services which can meet their needs.

- Our challenge is to help family carers get the services they need, do the things that they want to do, and have better health.

Our progress so far

- We have improved our records about family carers and now offer more carers an assessment of their own needs.

- We have helped older carers to prepare a plan about what they would like to happen when they are no longer able to care.

- We have provided training for family carers and staff so that they know how to talk to each other better.
What you told us

- Carers and staff should always listen to each other and learn from each other. This needs to be happening all the time.

- Each family needs to be able to choose the support that is right for them as each family is different.

- Each family needs to have more choice about the shortbreak services available especially for people with more complex support needs.

What we are going to do

- We will support more family carers to have a life of their own and to be healthy by providing personal budgets for carers and more flexible shortbreaks.

- If it is practical, we will give family carers the name of a worker from the joint health and social care team so they can always talk to the same person.

- We will ask family carers to check how well services are working for people with learning disabilities so that we know they are of a high standard.

How you can find out more

www.westminster.gov.uk/wldp/yourlife

Janet Lang on 020 7641 7411
By law the Council and NHS Westminster must treat everyone fairly – so they have the same opportunities no matter what their disability, age, gender, ethnic background, religion or sexuality.

We think The Big Plan will help people with learning disabilities and family carers to have more opportunities in life so that they will be able to do things just like everyone else.

We think that this will help people with learning disabilities and people without disabilities live together in the community as good neighbours.

To make sure no one is treated unfairly or misses out, we will pay special attention to people with complex support needs, people from different communities, older people with learning disabilities, and older family carers.

The Partnership Board will check that we are treating everyone fairly and that nobody is missing out.
Making it happen

The Big Plan is all about making a difference to the quality of people’s lives. We will only make a difference if we do what we say we are going to do.

To make sure that The Big Plan makes a difference we are going to do these things:

We will change the way the Partnership Board works so that it takes on more responsibility for checking how well we are doing.

We will work with staff in health, housing, education and leisure services so that they know how to work with people with learning disabilities.

We will make sure that the Partnership Board works closely with the Council, with doctors and with other people so that every plan works for people with learning disabilities and family carers.

We will make sure that people with learning disabilities and family carers are at the centre of everything we do.
How we spend our money now

The money we have to spend on services for people with learning disabilities comes from Westminster City Council and NHS Westminster.

This year (2008-09) the total amount of money we have to spend on services is £28.7 million. This is made up of about £19.6 million from the Council and about £9.1 million from NHS Westminster.

The pictures on the following pages show how this money is divided between the different services.

They show that over half of our money is spent on residential care. This is much bigger than the amount we spend on supported housing.

From 1 April 2009 the money that NHS Westminster has available for spending on social care for people with learning disabilities will transfer to the Council.
How we will spend our money

We will have some extra money to spend over the next 3 years. This is so we will be able to meet the extra needs we have talked about in The Big Plan.

To achieve the things we want to achieve, we have to spend our money in different ways – so that people will have more choice and control over their lives.

Over the next three years we will be spending more of our money on personal budgets and supported and independent housing – you can see this from the pictures on page 32.

At the same time, we will be spending less money on other services – in particular NHS accommodation, residential care and also day and employment opportunities.

Because the economy of the country is not as strong as it used to be, the Council and NHS Westminster are taking extra steps to make sure they can balance their books.

Because we get our money from the Council and NHS Westminster, we may have to revise our plans according to what they decide.
How our money is divided up

The pictures on these two pages show how our money is divided up. They show how big the slice is for each service now and how the size of the slice will change for some services over the next three years.

Big changes

<table>
<thead>
<tr>
<th>Service</th>
<th>2009</th>
<th>2012</th>
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<tbody>
<tr>
<td>NHS Accommodation</td>
<td>4%</td>
<td>1%</td>
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<tr>
<td>Residential Care</td>
<td>51%</td>
<td>42%</td>
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<tr>
<td>Supported Accommodation</td>
<td>6.5%</td>
<td>20.4%</td>
</tr>
<tr>
<td>Self Directed Support</td>
<td>2%</td>
<td>17%</td>
</tr>
<tr>
<td>Day and Employment Opportunities</td>
<td>17%</td>
<td>1%</td>
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### Little or no changes

<table>
<thead>
<tr>
<th>Service</th>
<th>2009</th>
<th>2012</th>
</tr>
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<tbody>
<tr>
<td>Nursing Home Care</td>
<td>1.1%</td>
<td>1%</td>
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<tr>
<td>Home Care</td>
<td>1%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Shortbreak, Crisis and Emergency Services</td>
<td>4.8%</td>
<td>4.5%</td>
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<tr>
<td>Advocacy</td>
<td>0.3%</td>
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</tr>
<tr>
<td>Assessment and Treatment</td>
<td>1.4%</td>
<td>1.3%</td>
</tr>
<tr>
<td>WLDP Staff and Training</td>
<td>9.3%</td>
<td>9.2%</td>
</tr>
<tr>
<td>Learning Disability Development Fund</td>
<td>1.1%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Other Services</td>
<td>0.5%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
Involving everyone in The Big Plan

Before we wrote The Big Plan we collected a lot of information so that we would know what to put in the plan to make people’s lives better.

We looked at the records we keep to see what these told us about people’s needs and how these might change in the future.

We held some workshops to make sure that everyone had a chance to say what should be in the plan.

One workshop was a joint one between the Partnership Board, the Have a Say group, and family carers. Other workshops were for the staff that support people with learning disabilities.

We have put all the information we collected in a separate document called the Joint Strategic Needs Assessment. We have put this on our website so that everyone can see it and learn from it:

www.westminster.gov.uk/wldp/bigplan

We used the information in the Joint Strategic Needs Assessment to write The Big Plan. The Council and NHS Westminster said that they agree with what we have said in The Big Plan.
The Big Plan working group

What do people think should be in The Big Plan?

What do our records tell us about what should be in The Big Plan?

Telling everyone about The Big Plan

Westminster Learning Disability Partnership Board
Westminster Learning Disability Partnership
Board members

Cath Attlee
Co-Chair
WCC

Stephen Band
Co-Chair

Eileen Bell
Carer Representative

Stephan Brusch
WLDP/
NHS Westminster

Jill Carter
Carer Representative

Cindy Fletcher
WLDP/WCC

John Higgins
WLDP

Mona Gahnnam
Carer Representative

Chris Lambkin
WCC

Janet Lang
WLDP

Patricia O’Connell
London Partnership
Board

Habib Ali
Representative for
People with Learning
Disabilities
How to contact the Westminster Learning Disability Partnership

2nd Floor, 215 Lisson Grove, London, NW8 8LW

020 7641 7411

020 7641 7429

wldp@westminster.gov.uk

www.westminster.gov.uk/wldp

A leaflet giving more information about what the Westminster Learning Disability Partnership does and how to access learning disability health and social care services in Westminster is available. For a copy please contact 020 7641 7411 or visit our website.
To comment on The Big Plan, or for more information, contact:

John Higgins  
Joint Commissioning Manager  
Telephone: 020 7641 7411  
Email: jhiggins@westminster.gov.uk

Partnership Board representatives for people with a learning disability at:

Our Choice Project  
Telephone: 020 8962 8695  
Email: jo@advocacyproject.org.uk

Partnership Board representatives for carers of people with a learning disability at:

c/o Carers Network Westminster  
Telephone: 020 8960 3033  
Email: info@carers-network.co.uk