

Speak Out Council

Who are we?

VoiceAbility's Speak Out Council is made up of six employees with learning disabilities and/or autism, who work together to give people a say on the issues that are important to them.



We run consultations and drop ins with local people, and talk to professionals and organisations who can make a difference.

Our review of 2020

We heard from **432** people in our consultations

Transport - 109

Impact of COVID-19 Lockdown - 132

Communication - 63

Health – 128

We also spoke to other people in our drop ins during January-March before the COVID-19 lockdown.

All our reports can be found here:
www.voiceability.org/speakout



What did we learn?

Transport - we want:

More accessible trains/stations

- For instance - Meldreth Station's London-bound platform is totally inaccessible for anyone who uses a wheelchair, and the ramp to get off the train is locked away

Travel training for everyone

- Including young people with SEN in mainstream schools who would like to travel by school bus (rather than a taxi)

To use bus passes before 9.30am

Pre-bookable accessible taxis

Better School/college taxi timings –

not early or late

Learning disability awareness training for day service drivers

Blue badge parking permits so day services don't miss out on opportunities

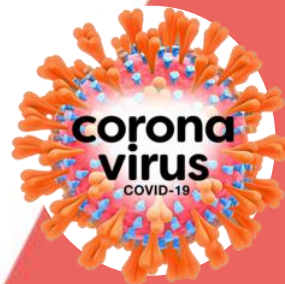
Impact of COVID-19 – we want:

Everyone to have internet access so they are not so isolated. To get online people need:

- equipment and wifi
- training/support
- Support staff to have technology and e-safety training

Rules and messages about COVID-19 to be clear, consistent and tailored for people's needs

Thought and planning around the communication around when and how we can return to normal (school, college, day service and volunteering)



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Communication – we want:

Letters and emails to be kept simple with:

- Less information and easier words
- Larger print and key points highlighted
- Picture clues and
- Ideally someone to read and explain them

Phone calls where people to talk slowly and check that I have understood before moving on. A video call is often better.

Social care workers to:

- Make sure we know how to contact them
- Ask young people for feedback, and
- Tell young people how their feedback has made a difference.

Making a difference: CCC 0-25 years team social workers now send out easy read letters to young people which describe their jobs and include their photos.

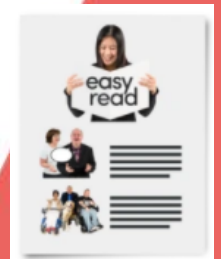
Your health

Annual Health checks – we want:

- More people to be told about health checks
- Health checks mentioned in ECHPs

Making a difference: SEND, Cambridgeshire County Council have asked that health checks are discussed at all 14 years+ Annual Reviews.

All our reports can be found here:
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Autism – we want more help for people in their personal lives and around education, training and work

Making a difference:

- A new health and social care service is being set up for people with autism across Cambridgeshire and Peterborough
- Speak Up Spectrum Leader, Elspeth has joined the autism strategy board for Cambridgeshire and Peterborough “bringing together services, creating an all age strategy, sharing best practice and starting to fill the gaps”.



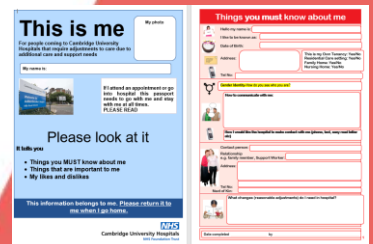
Mental health – we want more support for people to get the help they need for their mental health

Making a difference:

Local Adult Community Mental Health services are submitting co-produced proposals for improving services to NHS England to make improvements from 2021/22



Hospital and health passports - we want more people, and health staff, need to know about passports and how to use them



Making a difference: Children and Young People Health Services in Cambridgeshire and Peterborough NHS Trust have told us they plan to create health passports which can be included into young people's EHCPs.

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Learning disability specialist nurses - we want more people to know about them because they can make a big difference to someone's hospital experience

Hospitals - people have had mixed experiences of hospitals **We want:**

- people to know how to ask for adjustments to be made
- More tracking for ceiling hoists in all hospitals so that people can feel safe
- People to know how to complain if they don't get what they need



Young people and their parents want:

- to get the same health services once they turn 18
- young people, and school/college staff to be told about school nurses and the support they can offer



In 2020

Some of the people we worked with:

- Addenbrooke's Learning Disability & Autism Working Group
- Cambridge Regional College RC Students
- CANEF (Cambridge Additional Needs Forum) and Connect2Work
- CCG Learning Disability Co-Production group
- Healthwatch Forums
- SEND Partnership Group
- Sun Network Co-Production Strategy
- TechKnow digital project
- Youth Voice and Participation Strategy Group



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In 2020

Some of the things we have done:

- interviews for new Trustees, and Chair, Head of Policy, Public Affairs & Communications, and for a new Speak Out Leader for Fenland
- autism training for CPFT, Consultant Clinical Psychologists for new project
- Bill drove to March on his own and became a volunteer for Thera
- Sean and Elspeth moved into their own new homes



Some of the things we have learnt to do:

- use Microsoft Teams and Zoom
- hold a virtual Speak Out days, drop ins or consultations
- share PowerPoint presentations and send emails
- use Talking Mats
- make videos on our phones
- wear a face mask correctly



To find out more or get in touch



Email: Speakoutcouncil@voiceability.org



Call or text: 0786 700 2124



All our reports are on our website:
www.voiceability.org/speakout

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