



## Inclusion North Community Interest Company

**Our report on what we did and how we worked**

**April 2013 – March 2014**

### **About Inclusion North's work**

Inclusion North has worked with lots of different people.



All 27 local areas or Learning Disability Partnership Boards in Yorkshire, Humber and the North East.



We also worked with regional and national groups for people with learning disabilities and family members.



And other organisations that support people with learning disabilities locally and nationally.

## Our members



23 of the local areas or Partnership Boards have paid to get membership services and support from Inclusion North.

You can see a list of all our members at the end of this report.

The areas who are not members have told us they decided not to be members because

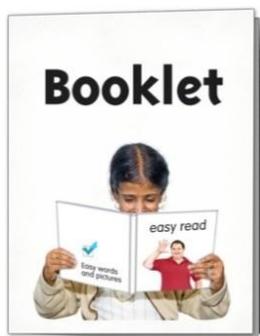
- They have people who can do our work locally
- They need to spend their money on other things

We keep in touch with areas who are not members to see if we can work with them or learn new ways to support them they might need.

## What local areas get as members

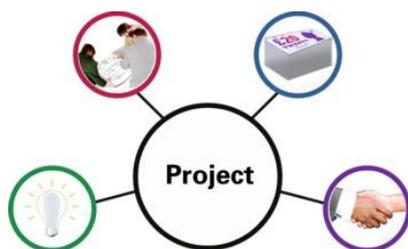


1. To be part of learning and projects on the important targets
2. Help to share learning, ideas and experience
3. Local Support or projects
4. Support to meet new challenges together
5. Keeping in touch and knowing the important information



This year we have done Plain English resources and information on

- The Welfare Reform changes,
- The Care and Support Bill
- The work of the Winterbourne View Programme



As well as membership Inclusion North runs projects or does work that help people with Learning Disabilities and their families get more choice and control

## How many – some numbers about the work we have done



Inclusion North organised 25 big meetings or training sessions for our members.

498 people came to those big meetings or training sessions.



We also ran Tomorrows Leaders' - a residential course for self-advocate leaders that happens over 6 months.

It helps them become better leaders and learn new skills or ideas.

17 people went on the course with 13 co learners.

People with learning disabilities lead the course and a lot of the sessions.



In the last year Inclusion North has done 81 sessions or projects in member areas.

This means our members used 72% of the time they have with us before 31st March 2014.

Some projects with members are carrying on after April 2014 so all the time will get used.

We try to organise our work at the time that is right for the people we are working with

## What feedback we had



In October we sent out a survey to Inclusion North members. The survey asked them what they had used their membership for and how pleased they are with their membership.

This year only 8 member areas replied. In the past most members have replied so we are going to work on what we can do to make sure we are getting feedback in the right ways.

100% of the areas that replied said they are likely to recommend membership and all of them said they are pleased with their membership.



The staff team have been in touch with the areas who did not reply to check what they think.

The staff team look at this feedback and make changes to how we work. For example we have changed how we work with our members to help them work together on projects.

Some of the things people said on the survey were



“Approachable, open to new ideas and thinking, focus on co production, flexible”

“The staff are extremely helpful and knowledgeable. The whole team is very supportive and nothing is too big or too small. Regular contact and advice when we need it.”



“Proactive communication whilst not afraid to lead positive challenge leading to increased solutions and opportunities. The service user is always central to discussions through a person centred approach”

“Flexibility and ability to support both local issues and understand the big picture”

## Projects we worked on



As well as events and training we have run projects or offered support in partnership with other groups.

We led or worked on big and small projects.

Here are some examples

### 1. The Advocacy project



Looking at ways of working with Advocacy to help people keep safe in specialist services. We did this to help change how services work after the abuse at Winterbourne View.

<http://bit.ly/1pefoEU>

### 2. The North East Learning Disability Partnership and the Yorkshire and Humber Leadership Group



On behalf of the Department of Health and ADASS we supported Partnership Board reps and Health and Social Care managers to work together to understand and be involved in the new ways of working.



### 3. Supporting Experts by Experience who work with the regulator, the Care Quality Commission.

In partnership with 5 other organisations we recruit, train and support people with experience of using learning disability or mental health services and family members who support and work with the Care Quality Commission in their role as regulator.



### 4. Helping to check on what difference the joint Self-Assessment is making in each area in Yorkshire, Humber and the North East.

### 5. Working with the Winterbourne View Joint Improvement Programme on developing their engagement plan and making it happen.



As well as supporting the NHS England Area Teams to work on the big Winterbourne View targets.

## How we work



Inclusion North is governed by a Board of Directors.

Half of the Board of Directors are people with learning disabilities and family members.

In 2013, 5 new Directors joined the Board.

- 2 new Self Advocate Leaders
- 2 new Family Leaders
- 1 new Professional leader



The Board is supported by an Advisory Council of 18 people. Inclusion North's members decided who should be on the Advisory Council



The Advisory Council members are people with different roles and experiences that can help Inclusion North do a good job.

There are people with learning disabilities, family members and people who work in health, social care, training and universities.

Part of their job is to tell other stakeholders in their area about Inclusion North's work and to give their feedback to the Board of Directors and staff.



The Board of Directors and the Advisory Council met 12 times in total last year.

This included a joint meeting in March 2014 where the 2 groups worked together on Inclusion North's big plan.

You can read about the Board of Directors and Advisory Council at

<http://inclusionnorth.org/about/>

## How we keep in touch and keep learning

We also keep in touch with our members by

- Sending out statements of all the work Inclusion North has done with each area



This makes it clear to each area what we have done and gives them the chance to say what they think is good or bad about Inclusion North.

- Visiting Partnership Boards

The staff team ask to visit member Partnership Board each year.

At these meetings we agree how Inclusion North can work best to support that area.





- Responding to feedback by email or phone

Informal and formal compliments and complaints are responded to and recorded for the team to share and pull out learning points.

## What we are doing next

You can see our workplan for what we are doing from April 2014 at

<http://bit.ly/1hDzLf9>

## Members for 2013-14



Darlington  
Durham  
Gateshead  
Hartlepool  
Middlesbrough  
Newcastle  
Northumberland  
North Tyneside  
Redcar & Cleveland  
South Tyneside  
Stockton  
Sunderland



Barnsley  
Bradford  
Doncaster  
Hull  
Leeds  
NE Lincs  
North Lincs  
North Yorkshire  
Sheffield  
Wakefield  
York