

# Inclusion North Annual Report 2021 - 2022



# Contents

Page 4	Who we are and what we do
Page 5	Introduction from our Co Chairs
Page 7	Membership
Page 8	Our members 2021-22
Page 9	Some work we did with members this year
Page 13	Other benefits for members
Page 14	Keeping people informed
Page 15	Our social media
Page 16	The Expert Hub
Page 17	Things we spoke up about
Page 18	Projects with different organisations
Page 24	Understanding the money
Page 25	Reasons to celebrate
Page 27	The Inclusion North team
Page 28	Our staff
Page 29	Health and Wellbeing of staff

# Contents

Page 30	Working for Inclusion North
Page 31	Health and Wellbeing of volunteers
Page 32	Volunteering for Inclusion North
Page 33	Looking forward to 2022-23
Page 34	A final word from our Chief Executive

# Who we are and what we do



Inclusion North exists to make inclusion a reality for all people with a learning disability, autistic people and their families.



We work to change society so that everybody can have a good life. We raise awareness of the barriers to inclusion for people with a learning disability, autistic people and their families, and work to remove them.



We always start by listening to people with a learning disability and autistic people, their families and carers. People with lived experience lead the work and say what is important.



Half our Board of Directors and Advisory Council are people with a learning disability, autistic people and family carers.



We employ people with a learning disability, autistic people and family carers. We co produce and co facilitate our work with people with lived experience. We live our values through the way we work.

# Introduction from our Co Chairs



We would like to thank all the staff and volunteers for their hard work and contribution over the last year.



It has been much better to be able to meet face to face again. We have thought about different, flexible ways of working together. This means we have all been able to be involved in the way that suits us best.



The staff team has got bigger and all of the staff have continued to work hard. As a result, membership and new work has increased. We have started working in new areas and doing different types of work as well.



The Board of Directors and the Advisory Council have worked well together. Communication between the Directors, Advisory Council, and staff team is good.

# Introduction from our Co Chairs



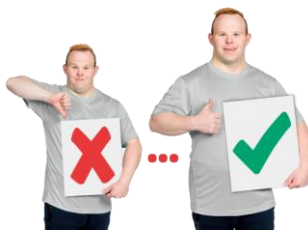
We have worked on making our policies and procedures more accessible for everyone.



We are also doing a lot of good work developing our Well Being policy.



We have started looking at how we are going to respond to climate change.



We are committed to keep developing and reviewing what we do in the next year.



Best wishes, from

Stewart Chappell and Samantha Jamieson

Co-Chairs of the Board of Directors

# Membership



One part of our work is our membership scheme for Local Authorities and Clinical Commissioning Groups.

We work with members on local projects to increase inclusion for people with a learning disability, autistic people and their families.



Through our membership scheme we can support regional work around bigger issues that affect everyone.



Members get time from the Inclusion North team to work on issues that are important to the people who live in their area.



We also do some projects to help all members.

These focus on important issues facing people with a learning disability, autistic people and their families today.

# Our Members in 2021-22



In the North East we had 11 member areas in 2021-2022. They were Darlington, Durham, Gateshead, Hartlepool, Newcastle, North Tyneside, Northumberland, Redcar and Cleveland, South Tyneside, Stockton and Sunderland



In Yorkshire and Humber we had 7 member areas in 2021 - 2022.

They were Barnsley, Bradford, Calderdale, Hull, Kirklees, North Yorkshire and Wakefield



# Some work we did with members this year



We have been working in Gateshead to consider different ways of engaging with people with a learning disability, autistic people and their families.



Capturing views, ideas and experiences through the development of an 'Insights Network'.



Designing opportunities for people to help shape Health and Social Care services in the area.

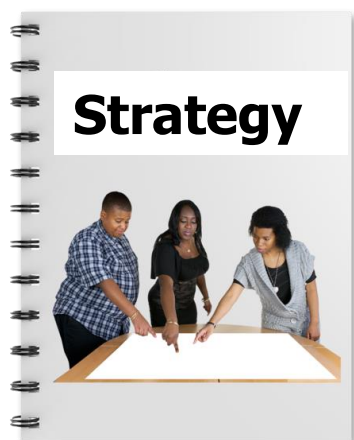


In Stockton we have been supporting work to develop day opportunities and how people with a learning disability, autistic people and their families have a voice within this.



This is an ongoing area of work which will see training developed for staff and people within these services to help lead future change.

# Some work we did with members this year



We supported autistic people and their families to be involved in the creation of a local Autism Strategy.



We facilitated a focus group of local self-advocates to support the council to think about and develop accessible information about the Mental Capacity Act.



We facilitated and chaired local Partnership Boards for different areas. This included supporting local people with a learning disability and autistic people to feed into the Board and have a voice.



We involved local people with lived experience in the development of a new Safe Space service – with the aim of supporting people better and stopping them from going into hospital if they don't need to

# Some work we did with members this year



A citizenship team made up of 5 experts by experience, supporters and Inclusion North have prepared a training session for Hartlepool Borough Council staff to consider Citizenship from the perspective of people with a learning disability or autistic people.



We have supported a group of 8 organisations to work together to test out how they can help to build the voice of people with a learning disability, autistic people and their families in the system.



The group have been meeting for a year and developed engagement with people and families around accommodation.



They reached nearly 500 people to influence the local strategy on what accommodation should look like.

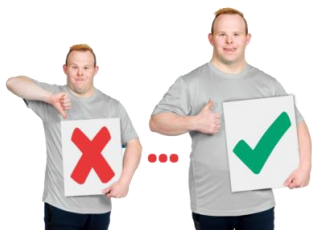
# Some work we did with members this year



We have been working with a local area to support their Accessible Transport group.



This involves people with lived experience from a rural area of Yorkshire to come together with the people responsible for public transport.



They work together to talk about the difficulties that people experience and try to make changes happen.



We worked with local people with a learning disability and their families to find out about the different opportunities they had in the daytime.

This had a focus on:

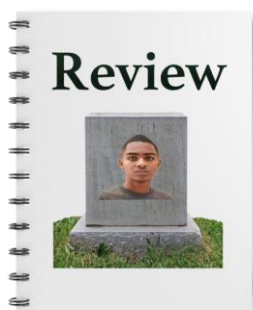
- a. What do people want day services to look like in the future?
- b. What day services they want to keep and what they want to change?



# Some work we did with members this year



We looked at the different health information available to people with a learning disability about Annual Health Checks in their local area.



We also linked this to the improvement programme for people with a learning disability and autistic people known as LeDer (Learning from lives and deaths).



We helped to identify the gaps in information and what was important for people to keep well.

## Other members benefits



We do a Policy Update once a month to help our Members and the team stay up to date with changes to the Law.

This means that Members don't have to go looking for the information, because we put it all together in one place for them.



# Keeping people informed



We created 39 Easy Read newsletters in 2021 – 2022. We make a video of every newsletter to help make it more accessible.



864 people get our newsletter sent to them by email.



Lots more people go on our social media and watch the videos of Craig and Denise reading our news.



We know that not everyone uses email or social media so we also post copies out to people. Every time we created a news update we posted it to 32 people to help keep them connected.



We got some great feedback about our newsletters



"I want you to know how much I have valued the work you are doing around easy read news and make sure that you know the difference they have made.



I have found these to be a translation of the key messages where I have been left baffled. It has helped the people we support and the workers that support them. It is always helpful and not patronising. I have shared these updates across the country."

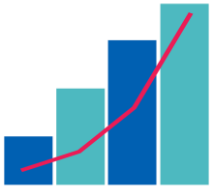
# Our social media



We share our Easy Read news and videos on Instagram, Facebook and Twitter to help more people see them.



We know that more people are checking our social media and getting the information they want from us.



This year we shared our information and videos on Social Media **683** times. Our tweets and posts were seen **444,650** times.



We had **465** new people following us on Twitter this year. This means we now have **6588** followers.



**265** people now follow our Instagram page.



**1741** people follow our Facebook page.



In total **8594** people or organisations follow our social media pages.

# The Expert Hub



In 2021-22 we had 23 Experts employed in the Hub. All our Experts are self advocates or family carers with lived experience.

They do Care (Education) and Treatment Reviews as well as some other work for Inclusion North.



In 2021-22, our Experts went to 304 Care (Education) and Treatment Reviews. These were done online using Teams.



We get a lot of good feedback about what a difference our Experts make in Care (Education) and Treatment Reviews.



"Insightful comments and good challenges to enable a rich discussion, the Expert had a nice and friendly rapport with the young person"  
Derbyshire/Derby CCG

"The Expert was very empathetic and supportive, asked and answered questions appropriately, friendly and caring nature."  
Calderdale CCG

"The Expert engaged exceptionally well with the person's family, and is an excellent expert by experience."  
Leeds CCG



# Things we spoke up about



In April 2021, the Care Quality Commission wrote a report about Covid-19 and how Do Not Resuscitate decisions had been made.



The report showed that some groups of people, including people with a learning disability, were discriminated against during Covid around how Do Not Resuscitate was used.



A Ministerial Oversight Group was set up to look at the issues, but no-one with lived experience was on it.



We wrote a letter to the Ministerial Oversight Group asking for people with lived experience to be part of the group. Over 350 people and organisations signed our letter in support.



We are still waiting for people to be properly involved in this work, but we will keep fighting.

# Projects with different organisations



## A Good Life

We worked as an independent facilitator with a local Transforming Care Partnership to bring local people and partners together.



We supported them to develop a vision and strategy for people with a learning disability and autistic people.

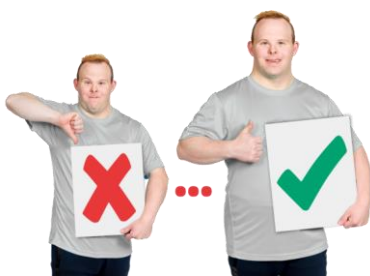


The aim was for the strategy to be co-produced and led by people with lived experience across 4 local areas.



The group involved:

- Autistic people
- People with a learning disability
- Family carers
- Members of the Transforming Care Partnership



Together we explored what was working and what changes were needed to support people to live a good life.

# Projects with different organisations



## Involving Everyone

This work focuses on people who have profound and multiple learning disabilities being seen as equal, valued citizens.



We often do not see or hear from this group of people and so this work is to help make sure they are not forgotten.



As part of this we are working on a photography project to capture people's stories and celebrate the joy, interests and experiences people have.



This will be an opportunity for those involved to be part of a photography workshop so they too can take pictures or use equipment so we can see the world through their eyes.



A steering group, with family carers at the centre, guides our work. They are thinking about the need for research, better communication practices and an improved regional approach from the new Integrated Care System (ICS).

# Projects with different organisations



## Empowerment Coaches

We have delivered a 5-week training programme for self advocates and their supporters to become Empowerment Coaches.



During this there was an opportunity for people to practice their own speaking up skills, build confidence, understand the impact speaking up can have and lead their own presentations and practice.



Together we have developed resources and information to use when sharing these skills and looking to encourage others to speak up.



An Empowerment Coach Network has been established to provide support and development opportunities to take this forward.

# Projects with different organisations

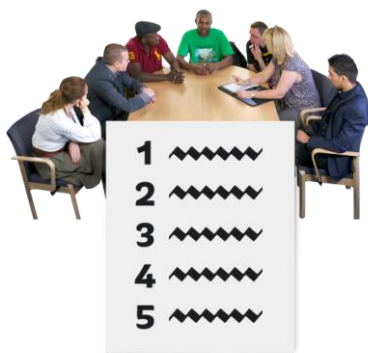


## Co-Production

We worked with a provider in the South of England to ensure that people who use their services and staff knew about Co-production.



We did this by working with the provider and people with lived experience to co-design and facilitate workshops.



The aim of this work was to look at:

- The background and history of Co-production
- Key principles and values
- Policy and procedures
- Toolkits that can help with co-production
- Identifying the barriers that might arise
- Good practice



# Projects with different organisations

## Advocacy Review Work



We were successful in receiving national funding to develop work around advocacy for children and young people and adults who are accessing inpatient services.



This work was part of the National Advocacy Review of advocacy for people with a learning disability and autistic people who are in hospital.



We worked in partnership with Investing in Children, George Julian and 4 different advocacy organisations.



We developed a 16 week programme with advocacy workers to reflect and develop practice for people in hospital and those who are supported in long term segregation.



We also developed a self advocacy course and some great resources to work with children and young people around speaking up when they are in hospital.

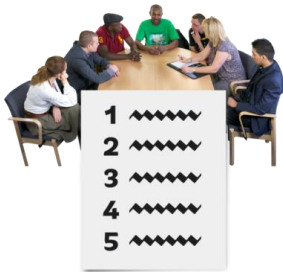


# Projects with different organisations



**Involvement leaders - having a voice in sharing experiences and influencing change.**

We support a group of people and families to come together each week. They are people who are currently in hospital, people who have been in hospital, and people who have accessed community support to prevent them going into hospital.



They work on the things that are important to them and what they think will make a difference for other people.



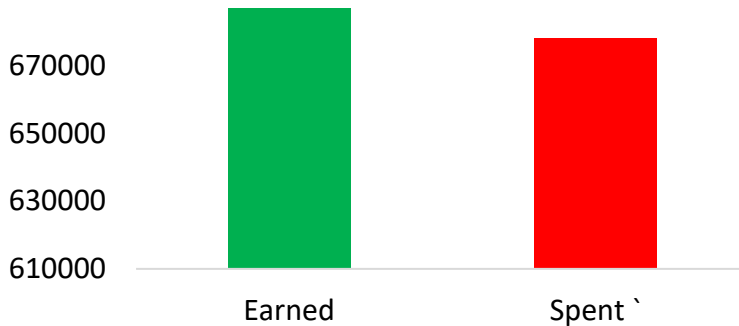
One piece of work they did was called 'our voice matters' where they focused on people being invited to meetings which were about them.



They have each designed an avatar to represent themselves. These are animated and people's own voices are used. They use these to get their messages out to a wider audience.

# Understanding The Money

Money Earned and Spent 2021-2022



In 2021 - 2022

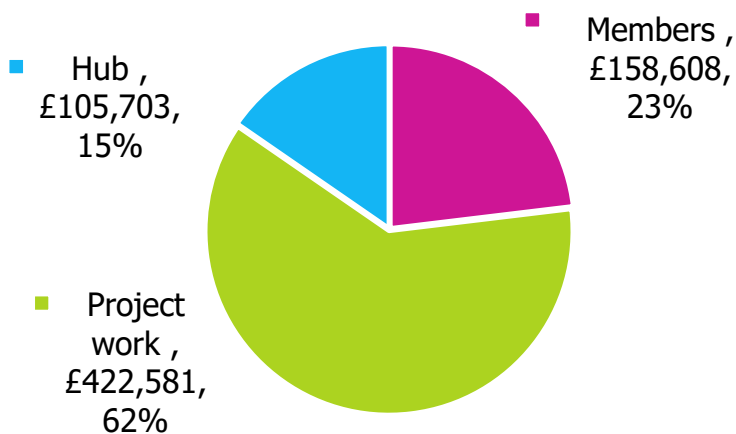
We earned **£686,893**

We spent **£678,193**

This means that we earned more money than we spent.

We earned **£8,700** more than we spent.

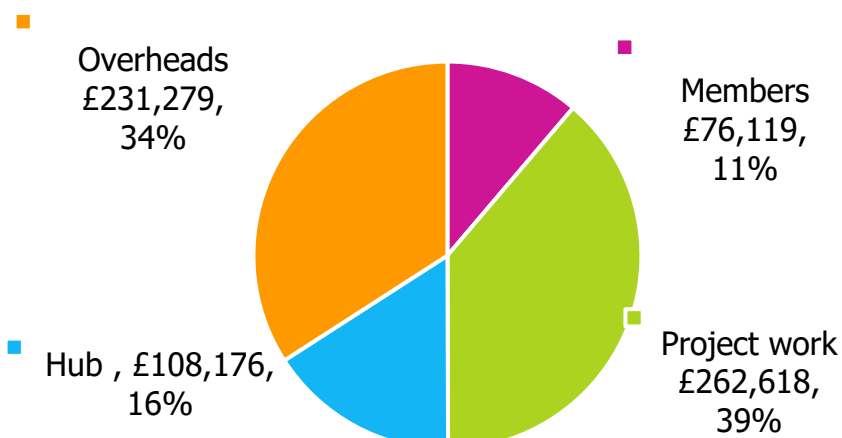
Income April 2021 – March 2022



We earned our money from

- Memberships
- Projects for other organisations
- The work in the hub

Spending April 2021 – March 2022



We spent our money on

- Working with members
- Working on projects for other organisations
- Work in the hub
- Running Inclusion North (overheads)



# Reasons to Celebrate



In November 2021, the Bringing Change to the Board project won Highly Commended at the Disability Smart Awards for their work making being a Trustee or Director more accessible for people with a learning disability and autistic people.



When they talked about our entry at the award ceremony, they said



"Inclusion North has worked with people with lived experience to create a series of Easy Read resources and training to open up more governance and volunteering opportunities to disabled people.



By making the resources freely available on their website, Inclusion North is making it possible for more organisations and individuals to benefit from their work, removing barriers and increasing life opportunities for many disabled people."

# Reasons to Celebrate



In September 2021, Michelle, Nargis, Frank, Shaun and Terry joined us and formed the North East and North Cumbria Citizenship Team.



Their job is to help make it easier for people with a learning disability, autistic people and their families to have their voices heard about what support and services are needed in the area.



In September 2021 we heard that we had been successful when we applied to The Henry Smith Charity for money to run more leadership courses. We put in a bid to run courses for up to 70 people with a learning disability and autistic people.



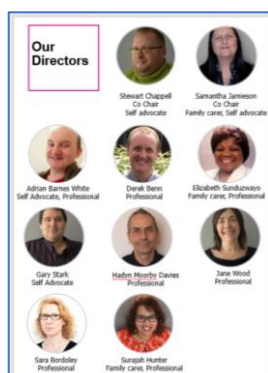
In October 2021, Emily joined our team and is working with Becki and Dawn on this project. They have called it Take the Lead. They will design and deliver 3 levels of leadership training to help people become more confident at speaking up and leading change.



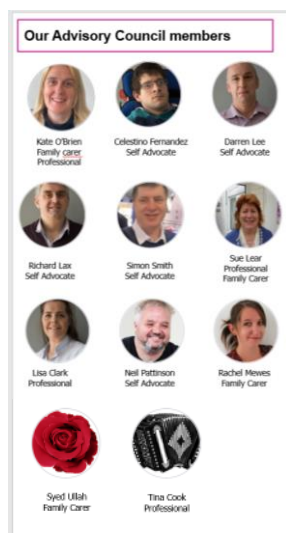
# The Inclusion North Team



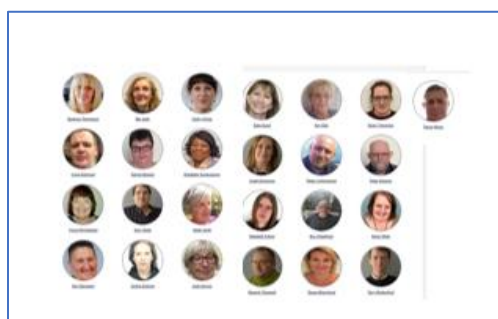
At Inclusion North, the most important thing is the team – our staff and volunteers.



We have a Board of Directors who run the company. Half of our Board members are people with a learning disability, autistic people and family carers.



We have an Advisory Council who give advice to the Directors and the staff team. Half of our Advisory Council members are people with a learning disability, autistic people and family carers.



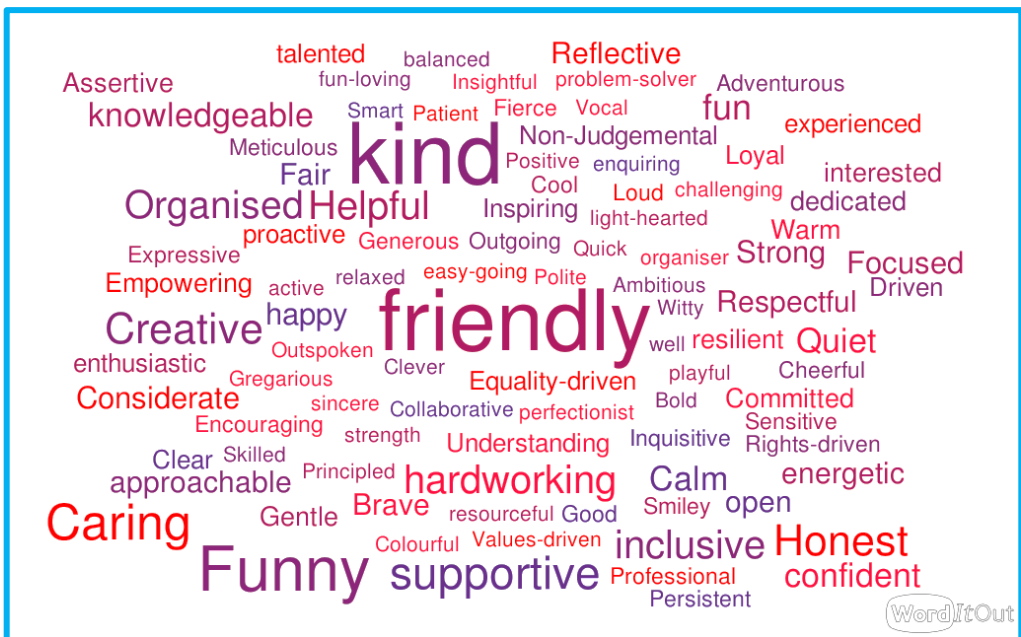
We have a Hub of Experts with lived experience. They attend Care, (Education) and Treatment Reviews and do lots of other work for us, making sure that people's voices get heard.

## Our Staff

We have a staff team who work with Members and do projects with other organisations.



**We are**



# The Health and Wellbeing of our staff team



There were 40 people employed at Inclusion North in 2021- 22.  
22 of them chose to fill in our health and wellbeing survey. This was co produced with our Disability Confident group.



81% said they felt good about their life in the last 12 months.



100% felt valued and listened to by people at Inclusion North.



100% said they enjoy their job with Inclusion North. 95% said that the work they do makes them feel good.



95% felt safe at work and that they had the right equipment to do their job.



85% thought that Inclusion North and their manager gives them information and support if they are not fit and well.



34 members of staff answered the question about if they have a long term health condition or a disability. 52% said they did.



# Working for Inclusion North



Staff members also said

"Great staff, great team, great work, great to be involved in"



"Inclusion North helps people to have a voice, to have choice and control."



"You are unique and special and I wouldn't have you any other way!"

## This is what it feels like to work for us



# The Health and Wellbeing of our Volunteers



There were 21 volunteers at Inclusion North in 2021- 22.



11 of them chose to fill in our health and wellbeing survey. This was co produced with our Disability Confident group.



100% felt valued and listened to by people at Inclusion North.



89% enjoy their volunteering role with Inclusion North.



100% felt that they were safe and had the right equipment for their volunteering role.



60% felt that Inclusion North offers information and support if they are not fit and well.



89% told us that volunteering makes them feel good.

# Volunteering for Inclusion North



Volunteers also said

"I really appreciate the way Inclusion North really seeks to be inclusive."



"This constant challenge, done together, is at the root of good inclusive practice and effective work."



"We regularly reflect on and challenge our own ways of working and check against our values."

## This is what it feels like to volunteer for us

Helpful  
Happy Engaged  
Rewarding  
Engaging  
Brilliant  
Positive  
Productive  
Fulfilled  
Inspiring  
Valued  
Good  
Included



# Looking forward to 2022-23



We have lots of new work to do in 2022-23 and we will be taking on new staff to help us do it.



We are writing a new plan that will help to guide all our work for the next 3 years.



We are looking forward to doing more face to face work, now it feels safer to do so.



We are interested to see how Integrated Care Systems will work, and how we can help make sure that people with a learning disability, autistic people and their families have their voices heard within them.

# A final word from the Chief Executive



It's always lovely to get feedback about our work. Some people word it in a way that really makes me smile.



To the person who sent us this feedback, thank you



"I can honestly say that some stars have shone through Covid and the work that Inclusion North has done is a beaming example of that.

You have saved us countless hours and heartache not just in our organisation but across several others as well."



All my thanks go to the team of people who work and volunteer for us. Without them Inclusion North is just a name. Our people make us who we are and I hope they know how much they are valued.



12a Unity Business Centre  
26 Roundhay Road  
Leeds  
LS7 1AB

0113 2444792

[info@inclusionnorth.org](mailto:info@inclusionnorth.org)

