



Manchester People First

Join us,
Join in.
Make meetings better



Project Report



Introduction

We were funded to do this project by The Equalities Board of Ambition for Ageing. The aim was to look at ways of making meetings easier for people with a learning disability to take part in. Doing this would make meetings better for everyone.

Who we are

Manchester People First is a self-advocacy group for adults with a learning disability who live in the area covered by Manchester City Council. We were started in 1992 by people who had a learning disability and now have over 500 members and 9 paid members of staff. 5 of the staff have a learning disability.

Our Management Committee all have a learning disability.

We are a limited company and a registered charity.

The project was done by David Dunnico who is the staff member who works on 'Just Info', our project that makes information more accessible for outside groups and the 4 Audit Assistant Staff – Stephen Blake, Joanne Higginbotham, Christopher Kenny and Louise Crowley, who inspect learning disabled services for the City Council and Barry Hills the Audit Project Co-worker.



Barry



Stephen



Louise



Christopher



David



Joanne

Background

Over the last 25 years there have been some big changes in the way health and social care services for adults with a learning disability are run. Today it is seen as normal that people who run services ask people who get services what they think.

This can be done in different ways, from care packages that are designed especially for a single person, to consulting with larger groups of people about broad issues such as hate crime. This is what the people who started People First wanted.

Services want to consult and people who get services want to be consulted, but sometimes it does not work the way people want.

Organisations such as the police or public transport bodies will come and talk to a group such as ours. Then they might invite the people they have met on to a committee. But that in itself does not mean the organisation now knows what people who have a learning disability want:

- People who have a learning disability have as many different opinions as any other group of people.
- They may not be given the information they need to make informed choices.

People may go to meetings, but cannot play a full part in what the meeting does.

The project looks at how we can help people get information that they can understand, so they can make more informed choices.

What we said we would do



Look at the meetings we go to, see what problems people had and think what we could do to make them better. Then, share what we found with training sessions and booklets.

These are our project outputs.



■ Run a workshop about meetings for our own members that we could also use with other groups. The workshop also let us find out what they felt about the meetings they went to.

On 8 March 2018, we ran the Workshop for 18 members, aims were:

- Try out ways of avoiding issues we had seen at other meetings.
- Develop skills and knowledge of our members
- Find out what would put them off meetings or, make them more likely to go to in a meeting

A copy of the presentation is attached



■ Run a training course for The Ambition for Ageing Equalities Board on 24 April 2018 on how to make their information easier to understand

Copy attached



■ Produce a guide called 'Making information easier for everyone'.

It tells groups how to make all their written information easier for more people to understand. We found that this was one of the main things they could do to help people take part in meetings.

Copy attached



■ Produce a document called 'Ideas for better meetings' about some other things that could make meetings better.

This was going to be part of the guide to making information easier, but we thought it was more useable if they were 2 different guides.

Copy attached

How we did it

- Sat in meetings and watched what happened
- Did 2 different questionnaires at 2 different meetings
- Interviewed people about the meeting they had been to
- Had informal chats about likes and dislikes about meetings
- Listened to comments our members made about meetings
- Thought about our past experiences going to meetings

The meetings we went to



Annual General Meeting
Thursday 26 October 2017
12am to 2pm. Free Lunch

AGM

3 Broughton St Cheetham Hill M8 8RF

25 YEARS
1992 to 2017

I AM A PERSON
NOT A LABEL

Organisation: Manchester People First

Meeting: Annual General Meeting

Date: 26 October 2017

How many people at meeting: 27

How often are the meetings held: Once a year

What we did: Questionnaire with 12 members

About this meeting

This is a Constitutional meeting, legally required, as we are a Registered Charity, Limited Company and member led organisation. The meeting elects a new Management Committee and is presented with the Annual Report and accounts.

What we wanted to know

- How people found out meetings were happening
- If they knew what would be talked about before the meeting
- If information (such as the Annual Report) was given them in a way they could understand.



We have been asked to look at ways we can make it easier for people who have a disability to take part in meetings.

We would like to ask you some questions about today's meeting.

It is not a quiz. There are no 'right' or 'wrong' answers.
What you tell us will help us and other groups make meetings better.
Thank you for your help.

Your name:

What does A.G.M stands for?

Have you been to one of MPF's Annual General Meetings before? YES NO 3

Did you know it was the AGM today? YES NO 3

Would you have come to the office today if it was not the AGM? YES NO 3

If you knew about it before you got here, how did you know?

- Told by a member of MPF staff
- Told by another member of MPF
- Told by carer/family/member/ friend
- Saw a leaflet
- Saw it on the internet

Questionnaire used at MPF Annual General Meeting page 2

Before you got here, did you know we would:

- Read our Annual Report?
- Elect a new Committee?
- Have a free lunch?

Did you stand to be a member of our committee? YES NO 3

We gave everyone a copy of our Annual Report. YES NO 3
Are you able to read it?

Did MPF do anything at the meeting so people who have problems reading knew what was in the Annual Report?

What can we do to make our Annual General Meetings better?
Things that would make it easier for you to take part in them
and things that would make them more enjoyable?

Thank you



Organisation: Manchester Learning Disability Partnership Board

Meeting: Board Meeting

Date: 21 November 2017

How many people at meeting: 20 (plus 5 MPF staff)

How often are the meetings held: Every 2 months

What we did: Questionnaire with 5 of the 6 people who had a learning disability

About this meeting

This is a representative and consultative meeting that meets every other month at our office.

It brings together representatives from organisations who provide services, statutory bodies, including Manchester City Council and NHS bodies and people who get services for adults with a learning disability ("self-advocates").

There are guest speakers who give presentations about issues and developments in health and social care in this field and reports.

As well as sharing best practices, the group is seen as consultative because of the attendance of self-advocates.

What we wanted to know

- If people knew what the role of the Partnership Board was
- If the way the Minutes of the meetings were sent out, made people more likely to read them
- If people knew who speakers were and what groups they represented

Join Us Join In: Making meetings better
Questions for self-advocates about
the Partnership Board meeting

We have been asked to look at ways we can make meetings easier for people who have a disability to take part in.

We would like to ask you some questions about today's meeting.

It is not a quiz, there are no 'right' or 'wrong' answers – we just want to know what you think.

Your Name: _____

How often does the Partnership Board meet?

Every Week Every Month Every Other Month

Once a Year

Do you go to the Pre-Partnership Board Meeting?

YES NO

Questionnaire used at Partnership Board Meeting page 2

What does the Partnership Board do?

- Hears reports about what is going on
- Votes on what services should do
- Finds out what people with a learning disability think

Do you get the Minutes of the last meeting? YES NO

(held on 19 September 2017)

What is the Partnership Board's newsletter called?

Who is the Chair person of the Partnership Board?

(You can tell us their name or what they do in the Council)

At the meeting guest speakers gave presentations.

Did the speaker or someone else tell you their name and job?

YES NO



Greater Manchester Confirm and Challenge Co-Production Group

Organisation: North West Training and Development Team

Meeting: Greater Manchester Confirm and Challenge

Date: 19 October 2017

How many at the meeting: 39

How often are the meetings held: Every 3 months

What we did

Our Service Audit Assistants took part in the meeting.

Each was given a different thing to record during the meeting:

- Use of jargon
- Contributions that came from someone with a learning disability
- People coming in and out during the meeting, to look at length of meetings, breaks, layout of the room

What we were looking for

Who decided what was being talked about, were people with a learning disability just responding to issues, or did they decide what should be talked about?



Organisation: Manchester People First

Meetings: Staff Team Meeting

Dates: January to March 2018

How many at the meeting: Up to 9

How often are the meetings held: Every month

About the meeting

This is a monthly meeting for paid staff of Manchester People First. It is chaired by a different member of staff each month.

Minutes are taken by the Project Co-ordinator.

What we did

We looked at the minutes of the 3 meetings and had a group discussion with 3 of the staff, who all have a learning disability.

What we wanted to know

- If the staff who had a learning disability brought up things, or if it things talked about came from the management.
- If the way information was given was in a way people could understand and what was done to explain things they did not.



just info

Accessible information by Manchester People First

Manchester People First have a project called Just Info. We make documents easier to understand.

We have worked with organisations including councils, universities, the NHS police, and voluntary sector groups.

If you want to know more, or want a quote for some work, please get in touch.

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Spirit of Manchester
Awards 2017 Winner

Company limited by guarantee, registered in England and Wales, our number is 6339300. We are a charity, our number is: 1124426